

Community Nursing Services

2022-23 ANNUAL REPORT

Charitable Care for Miriam
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CNS Bereavement
Program Heals Families
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Serving our community for 95 years



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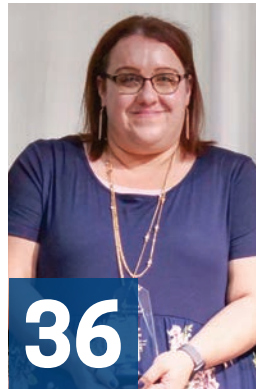
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CNS Mission Statement

We create exceptional moments and experiences that heal individuals and families by providing compassionate care and by putting health, dignity, comfort, and well-being first. We are a nonprofit organization, and it is our privilege to serve you and the communities in which we live.

SUPPORT OUR MISSION OF CHARITABLE CARE

The CNS Charitable Care Program provides health care, hospice care and medical services to thousands of individuals in need throughout Utah each year through the generous support of our community. Please consider making a gift to help us meet the increasing need for care in the coming year.



Support CNS:
cns-cares.org/donate
 (801) 639-5418

CNS Welcomes New President

Dear CNS Friends and Colleagues,

On behalf of the Community Nursing Services team, I would like to extend a fond farewell to Brent Jones and express appreciation for his service to patients, families and staff over the past 14 years as President and CEO. Beginning in July 2023, Brent, together with his wife, Elizabeth, will serve as Mission President in California for The Church of Jesus Christ of Latter-day Saints. Wishing Brent and Elizabeth good health and much success!

During my first few weeks at CNS, I've had the opportunity to travel to locations throughout Utah to meet CNS team members and to listen and learn. As I reflect on my visits, one theme that keeps coming to mind is the commitment of team members to the CNS mission of providing compassionate care, treating those we serve with dignity, and the privilege to serve.

For nearly 100 years, CNS has been a non-profit mission-focused organization, serving patients and families throughout Utah. The opportunity to build on this legacy of delivering care in the home has never been stronger than it is today. Given the opportunity, most people would choose to receive medical care in their home with the support of family and friends. It is often the lowest cost setting to receive care.

During the coming months and going forward into the future, the CNS team will support more care in the home in partnership with University of Utah Health, Huntsman Cancer Institute and other community partners.

Nurses, aides, therapists and all CNS team members will make this possible by using best practice clinical protocols developed specifically for care in the home by physicians and other clinical providers. This is exciting work that will positively impact the lives of many.

One of our core values is to provide care to community members who need financial support to cover the costs of receiving medical care in the home. This is made possible using the generous contributions of donors; many who have supported CNS over multiple decades. I express my gratitude and appreciation to all who make this possible.

The future for Community Nursing Services is bright and I'm honored to be serving as President and CEO and working alongside a committed and experienced Board of Trustees to lead the important work of delivering care in the home.

Sincerely,

Joel Macey
 President and CEO



Joel has many years of experience in health care and previously held the position of Executive Director of Homecare & Hospice at Intermountain Health.



About CNS

Serving our community for 95 years

Community Nursing Services (CNS) is Utah's oldest non-profit home health and hospice organization and has proudly served Utah communities since our beginnings in 1928. Our goal is to provide the highest level of care to each patient, even if they don't have the ability to pay.

Our highly skilled team consists of hundreds of dedicated nurses, social workers, chaplains, medical directors, pharmacists, therapists, drivers, and home health aides who truly care for our patients and their families. Our caregivers take time to understand each patient's needs before creating a personalized care plan. We continue to provide the best home health and hospice care in Utah by simply listening to our patients and their families and matching our services with their needs.

14,480 patients served in 2022
8,773,390 completed visits from 1928 – 2022



CNS TEAM MEMBERS ACROSS UTAH

A total of **559 CNS Team Members** provide exceptional care.

- 1. Salt Lake City: 337
- 2. Layton: 60
- 3. Provo: 39
- 4. Logan: 36
- 5. Price: 27
- 6. Brigham City: 29
- 7. St. George: 13
- 8. Moab: 9
- 9. Tooele: 9

** Plus 400 seasonal immunization team members*

CNS SERVICE LINES

Home Health Care Services ▪ Hospice & Palliative Care ▪ Pharmacy
Respiratory Services & Durable Medical Equipment ▪ Immunizations

YOU CAN CHOOSE CNS FOR YOUR HOME HEALTH CARE

Did you know you can choose CNS as your home healthcare agency when you or a loved one are discharged from the hospital? We can help with everything from skilled nursing visits to wound care or managing medications. We can even help with physical therapy for strength or rehab after a surgery. CNS offers a wide range of services to help keep you safe and living independently at home. Make CNS your choice for exceptional care.

CNS IS YOUR CHOICE FOR COMPASSIONATE HOSPICE CARE

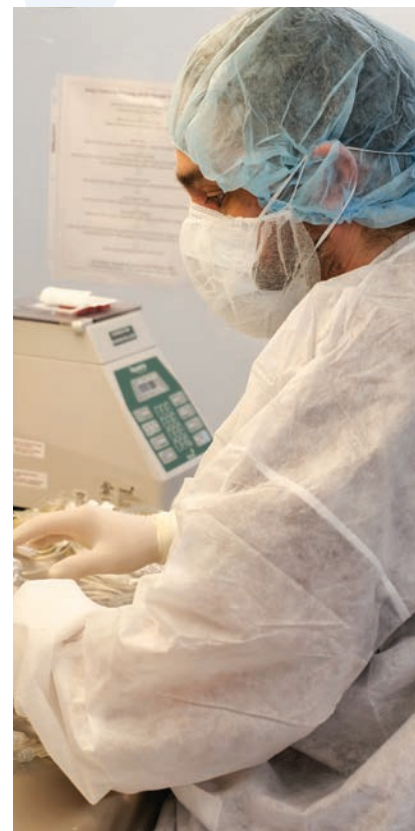
Are you or a loved one facing a terminal or life-limiting illness? It may be time to consider hospice care.

Its purpose is to improve your quality of life through prioritizing comfort by reducing pain and suffering. The founding philosophy of hospice is to care for an individual's mind, body, and spirit.



Hear from CNS team members about how they make a difference each day:

youtu.be/C7TFMuHfh1I



2023 Art & Soup Charity Event

Bringing the community together for 34 years



The 2023 Art & Soup Charity Event was the most successful fundraiser in CNS history, raising \$245,000 (net) for charitable health and hospice care for people in need throughout Utah in the coming year. Art & Soup is invaluable not only for the donations it generates for patients, but also the sense of community it fosters each year.

As **Suzy Dailey**, owner of Ogden-based coffee shop, Grounds for Coffee, aptly put it, “Community Nursing Services’ exceptional organizational skills guarantee a splendid event every year.”

Suzy was referring to the Art & Soup Charity Event, held March 28-30, 2023, at the Salt Palace Convention Center in downtown Salt Lake City – and she was right. Guests browsed booths containing the work of 60 of Utah’s best fine artists and sampled soups, bread and desserts from a range of restaurants and caterers.

Though the event was busy, with many patrons visiting art booths

and sampling foods or listening to the live music performances, artists and vendors alike were happy to take a few minutes to talk about what Art & Soup meant to them. Many also had a personal connection to Community Nursing Services.

Jamie Printz, who crafts rings, necklaces, and earrings by hand, shared that a CNS nurse cared for her brother more than 20 years earlier and gave her family tickets to attend Art & Soup. When Jamie was invited to participate in the 2023 Art & Soup Charity Event, she jumped at the opportunity.

“It feels surreal to have participated in something I was in awe of as a kid. I remember walking through the event 20-plus years ago and thinking, ‘This is what it means to be a great artist,’ Jamie recalled. “CNS allowed us to have a closer-to-normal living situation during a big medical event. I was honored and surprised to have a chance to give back to an organization that helped my family.”

Glass artist **Lori Scharf**

attended Art & Soup with her mother in the early 1990s and has now displayed her work at the event for eight years. Since 2014, Lori has also created the colorful kiln-formed Soup Awards for the top-rated soups and treats. She says CNS provided care at the end of her mother’s life and later offered end-of-life support when she and her adopted mom, Carol, needed it.

“The service CNS provides to our community is special and rare,” Lori said. “I love Art & Soup because we get to build relationships with the other artists, restaurants and CNS employees. Art & Soup is a magical collaboration to raise money to care for others.”

Suzy and her husband, Dan, have hosted a coffee booth at Art & Soup for more than 20 years after losing one of their store proprietors to the neurodegenerative disease ALS.

“During the advanced stages of his illness, CNS supported him, which we learned only after his funeral,” Suzy said. “However, we were aware that his family was

receiving compassionate care and guidance during their most challenging moments. Having experienced the passing of my in-laws, I understand the value skilled nurses provide during such times.”

Veteran baker **Laurlee Morrison**, owner of Cakes de Fleur, has attended Art & Soup as a guest for 30 years and started providing cakes to attendees in 2007. Shortly after she started participating as a vendor, her mother went on CNS hospice service and received compassionate care from CNS caregivers.

“I love this organization,” Laurlee says. “They took really good care of my mom, and I met so many great chaplains, nurses, and volunteers while they cared for her. It is an honor to be involved in this event.”

CNS is already working hard to plan the 2024 Art & Soup Charity Event. We welcome support from the community.



Watch our recap video:
youtu.be/iPNV2Q-SxZE

20
Restaurants

60
Artists

100+
Volunteers

1,000+
Volunteer Hours

3,000+
Attendees

\$245K
Raised for
Charitable Care

To learn more, please visit

cns-cares.org/art-and-soup

or call (801) 639-5407.

Presenting Sponsors

University of Utah Health
University of Utah Health Plans
Huntsman Cancer Institute

Premier Sponsors

George S. and Dolores Doré Eccles Foundation
Silac Insurance

Major Sponsors

Larry H. and Gail Miller Foundation
Smith's Food & Drug
WCF Insurance

Community Sponsors

AmerisourceBergen
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BW Bastian Foundation
Church of Jesus Christ of Latter-day Saints Foundation
Cyprus Federal Credit Union
Marathon Petroleum
Molina Healthcare
SelectHealth
Frances W. Burton Foundation
Regence BlueCross
BlueShield of Utah

Supporters

AlphaGraphics
Amanda Walton
Centerplate
Fineshriber Photography
Jake Nordfelt
JP Display
Mesa Moving & Storage
Native Flower Company
Salt Palace Convention Center
Swanovation Ice Sculptures
Taylor Audio

Table Sponsors

America First Credit Union
Brad and Nancy Andes
Brass Tack Communications
Dan and Paula Shaw
Danville Support Services of Utah
Eccles Community Art Center
Florence Miller Law
Gallagher Insurance
George Poulton
Granger Medical Clinic
Homecare Homebase
Huntsman Foundation
Jana and Dale Christiansen
John Stack
Kimberly Dansie and Craig Embley
Kirton McConkie
Marissa Acker
McKesson Pharmaceutical
Moog Medical Devices
Parr Brown Gee & Loveless
Steve and Kathy Love
Utah First Credit Union
Zions Bank

Beverage Sponsor



Artists

Kara Aina
Brian Bean
Anne Becker
Brandt Bernston
Erin Berrett
Julie Berry
Katheryn Buxton
Eileen Guernsey Brown
Rob Chipman
Mark Crenshaw
Marsha Dennis
Rosemarie Dunn
Angela Fife
Izzy Fischer

Artists generously

donated 35% of their

sales to the CNS

Charitable Care Program.



Our volunteer planning

committee spent more

than 1,000 hours

planning the 2023

Art & Soup Charity Event!

Artists Cont.

Trent Gudmundsen
Glen Hawkins
Megan Hayes
Lucia Heffernan
Jeff Hepworth
Stephanie Hock
Heather Holm
Elizabeth Hovley
Myles Howell
Susan N. Jarvis
Rebecca Klundt
Randy Laub
Jeanette Lee
Jodi Lynn Lee
Randi Lile
Sara Luna
Rufusman
Cheryl Merkley
Elizabeth Ann Miller
Rachel Nelson
Greg Newbold
Lynette Nichols
Nancy Olson
Traci O'Very Covey
Tyler Pack
Amanda Porter
Jamie Printz
Don Prys
Gunter Radinger
Stephanie Saint-Thomas
Lori Scharf
Jennifer Seeley
Brekke Sjoblom
Steve Stauffer
Ron Stucki
Claire Tollstrup
Ryan Tollstrup
Megan Trueblood
Paul Twitchell
Katie Waltman
Robert Wardle
Kimbal Warren
Swede Winborg
Larry Winborg
Mendy/Meg Winborg
Scott Yelonek
Barbara Young

Restaurant Sponsors

Cakes de Fleur
Cancun Cafe
Centerplate Catering

Costa Vida
Crescent Senior Living
Cuisine Unlimited
Catering & Special Events
Current Fish & Oyster
Fiddler's Elbow
Laurel Brasserie & Bar,
Grand America Hotel
Granger Medical Clinic
Great Harvest Bread
Company
Grounds for Coffee
Meadow Peak
Rehabilitation
Mother Fine Foods & Catering
Smith's Food & Drug Bakery
Stone Ground Bakery
Utah Food Services
Village Inn
Vosen's Bread Paradise

Volunteer Planning Committee

Kelly Adamson
Janelle Fairbanks
Tom Hacking
Brent Hess
Elizabeth Jones
DeAnn Kelsey
Rebecca Klundt
Karie Minaga-Miya
Kim Oborn
Leez Osterstock
Traci O'Very Covey
Daphne Pearce
Carol Radinger
Fred Schut
Lacey Sears
Karen Seo
Melissa Smith
Sheri Sorensen
Elizabeth Squires
Nancy Strahinic
Yvette Tani
Tina Zvonek



Soup Awards

Best Vegetarian Soup
Laurel Brasserie &
Bar, Grand America

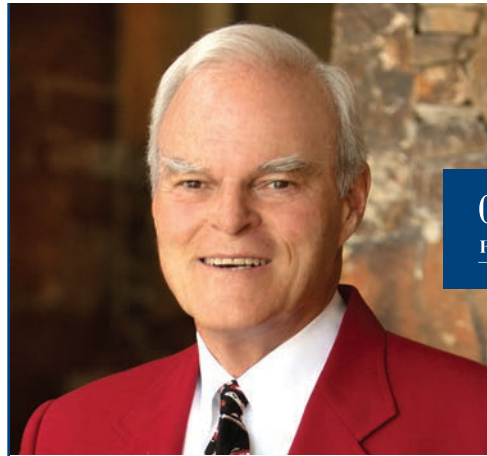
Best Cream Soup
Smith's Food &
Drug Bakery

Most Unique Soup
Centerplate Catering,
Chef Daniel Kelly

Best Dessert
Cakes de Fleur

Best Non-Soup
Great Harvest
Bread Company

Best of Show
Centerplate Catering,
Chef Andres
"Chito" Arreola



GEORGE S. AND DOLORES DORÉ ECCLES
FOUNDATION

**CNS CARES AWARD HONOREE:
SPENCER F. ECCLES**

For nearly 40 years, Utah banker, philanthropist, and civic leader Spencer F. Eccles has been proud to assist CNS in providing charitable home health and hospice care for Utahns in need. His personal interest, leadership, and generosity as Chairman & CEO of the George S. and Dolores Doré Eccles Foundation have furthered its remarkable legacy of support for CNS, now totaling more than \$1.65 million. We are honored to salute Mr. Eccles for the difference he continues to make in the lives of individuals and families throughout Utah.

BIG THANKS!

The Art & Soup Charity Event wouldn't be possible without our many supporters. We'd like to thank them all, including our sponsors, loyal attendees, generous donors, dedicated restaurant sponsors, creative artists, hard-working volunteers and planning committee members.



Contact us to explore ways you can support CNS through the Art & Soup Charity Event.

CASSIDY TSUKUDA
Philanthropy & Event Manager
Cassidy.Tsukuda@cns-cares.org

SAVE THE DATE!

2024

**ART &
SOUP**
CHARITY EVENT

cns-cares.org/art-and-soup



Mountain America Expo Center
9575 State St, Sandy
New location with FREE parking!

MARCH 26

PREMIER NIGHT EVENT

Tickets \$200 / Tables \$2,000

MARCH 27 & 28

EXPO DAYS

Tickets \$30

60 Artists
20 Restaurants
Live Painting Demonstrations
Art Auctions
Live Entertainment
Free Parking



CNS Makes a Difference through Charitable Care

2022 Charitable Care Impact

9,319 Individuals Served | \$ 702,487 in Care Given

CNS CHARITABLE CARE PROGRAM

The CNS Charitable Care Program provides charitable health care, hospice care, immunizations, and medical services to thousands of individuals in need throughout Utah each year. This program makes it possible for patients to access the care they need to regain their health and independence, or die with comfort and dignity. Our patients' most common charitable needs include: hospice care, skilled nursing care, occupational therapy, oxygen, physical therapy, social work visits, wound care, diabetes education, and speech therapy.

CNS CHARITABLE IMMUNIZATION PROGRAM

The CNS Charitable Immunization Program provides 10,000+ charitable immunizations to individuals in need throughout Utah each year. Many people who come to us for charitable immunizations are single parents, hoping to get their children vaccinated so they can enroll in school. Others in need include individuals without insurance or the funds to pay for vaccinations. The most common charitable vaccinations we administer are: COVID-19, influenza, HPV, pneumonia, and tetanus.



To support our mission, consider making a gift: cns-cares.org/donate

CNS SENIOR WISH PROGRAM

The CNS Senior Wish Program gives CNS hospice patients the opportunity to relive a cherished memory or experience a new adventure, one last time. The age of hospice patients vary, and wishes can be something as simple as enjoying a meal from their favorite restaurant with their family or something more exciting like a private airplane ride. See page 18 to read about 'The Ride of a Lifetime'.

CNS HONOR SALUTE PROGRAM

The CNS Honor Salute program honors CNS hospice patients who have served our nation through the armed forces. It is a simple, but powerful, tribute of appreciation for the veteran's service to our country and honors their sacrifice one last time.



HOME CARE & HOSPICE
\$299,400
412 individuals



BEREAVEMENT & MEMORIALS
\$13,077
1,250 families



PHARMACY
\$28,562
159 individuals

78 ★ ★ ★ ★ ★
HONOR SALUTES
\$17,481

107 **SENIOR WISHES**
\$19,492



RESPIRATORY
\$4,810 | 40 individuals



IMMUNIZATIONS
\$319,655
7,272 individuals
11,133 immunizations

Thanks to our supporters, we can say 'yes' to patients who do not have health insurance or the funds to pay for care.

Making a Difference for Miriam

A charitable hospice care story



Above left to right: Oscar Galarza (husband), Maje Olsen (daughter), Miriam Martinez, Alfredo Galarza (son), Pia Tafi (daughter)

“[When we learned] the time we had left with my mother was short and precious, we made the most of it.”

— PIA TAFI, MIRIAM’S DAUGHTER

If you went looking for Miriam Martinez before her cancer diagnosis, you’d most likely find her out on the town – dancing, flashing her kind smile, or at home cooking delicious Peruvian food for her family.

Her son, Alfredo Galarza, said, “she took every opportunity to have a big event where the family could be together.”

But everything changed for her and her family when she was diagnosed with soft-tissue sarcoma cancer in her hip in May 2022. Her vivid red hair began to fall out in clumps after she started radiation and chemotherapy. She lost weight rapidly.

Thanks to our supporters, Community Nursing Services provided charitable hospice care for Miriam during her final weeks of life. Even as her health deteriorated, her infectious smile never faded.

Miriam’s family credits the care she received from two CNS nurses as a major factor in preserving the joy she felt until the final moments of her life.

“Even though my mother didn’t have insurance, she was still able to get help at home, 24/7. When CNS first reached out, we felt like we had a whole team wrapping their arms around us,” Alfredo said.

IN GOOD HANDS

Miriam was 62-years-old when she received her diagnosis in May 2022. The cancer spread quickly. In January 2023, doctors told her treatment would only make things worse.

Doctors connected Miriam with CNS and set up a regimen of weekly visits. Less than an hour after Miriam arrived home from the hospital, CNS nurses called her eldest daughter and caregiver, Maje Olsen, to coordinate delivering the oxygen Miriam needed to feel better.

Each week before the nurses came over, they’d call Maje for an update and give recommendations on how to best take care of Miriam.

Miriam’s family said her nurses, Ellie and Natalie, answered all of their questions and their help was nearly immediate. All it took was a call or a text and help would arrive the same day. Miriam formed a particularly profound connection with Ellie because she speaks Spanish, allowing them to communicate easily without a translator.

Before her passing, Miriam shared, “The way the nurses look me in the eye and talk to me makes me feel a peace and calm that lets me know I’m in good hands. Everyone from CNS who has communicated with me and my family has treated us with kindness and dignity.”

Ellie took time to explain everything the family should prepare for when the time came for Miriam to pass away and was on duty when that time sadly came on February 23, 2023. Ellie’s preparation helped the family “be strong and help [Miriam] in her last moments,” Maje said. Maje will always be grateful for Ellie’s “incredibly big heart” and “the beautiful attention she gave to my mom and to us.”

“Everyone in my family is happy to have worked together with CNS to give my mom the best quality of life



Left to right: Kai Tafi (grandson), Miriam Martinez, River Olsen (grandson), Myah Tafi (granddaughter)



possible,” Maje added. “We are sure that from heaven she has each of them in her heart.”

Ellie’s care for Miriam touched her husband, Oscar Galarza’s heart, too. He told Alfredo that when his health declines, he wants Ellie to be the one to come and take care of him.

“The CNS nurses are angels,” Oscar said. “They gave peace and tranquility to my wife so that she could calmly travel into eternity without pain. From day one, each of them—especially Ellie— handled my wife’s situation very professionally and with the utmost care and attention, until the last moments of my wife’s life. I’ll say it again: They are angels. Thank you!”

Months before becoming a CNS patient, Alfredo’s husband, Garrett Lloyd, participated in a charity fundraiser for CNS at his job, Cyprus Federal Credit Union.

Garrett and his coworkers made Halloween cakes and posted them on the company’s social media page. The company committed to donate \$1 to CNS for every “like” they received. Garrett and Alfredo encouraged their family, including Miriam, to ‘like’ the posts.

“We didn’t realize then that I would soon be one of the people that needed help from CNS,” Miriam said. “It was a lesson in how we receive when we give and share.”



Shen Lin (right), home health patient
Kenzie Stauffer, CNS RN

A Unique Partnership

with University of Utah Health: Heal At Home

The CNS Heal at Home program is a unique partnership with University of Utah Health and extends the continuum of care for patients discharging from the hospital.

The goal of Heal at Home is to get patients back home sooner, and ensure that they receive the highest quality care – just like they did in the hospital. Since the program launched three years ago, hospital stays have been reduced in length, which made more beds available in the hospital and reduced the readmission rate for patients.

Under a traditional home-health model, hospital clinicians create a discharge plan for home health agencies to follow, but that is where the communication ends. Hospital clinicians don't know if their orders are being followed or if the patient has developed additional issues until they are readmitted to the hospital.

Under the Heal at Home model, hospital clinicians create a discharge plan in partnership with CNS clinicians to make the transition

home seamless. CNS clinicians report visits and progress through the University of Utah patient tracking software, allowing hospital clinicians to follow their patients' progress outside of the hospital walls. If issues arise, the University of Utah clinicians come up with a new care plan in partnership with CNS clinicians.

"The beautiful part of this program is that a lot of our physicians want to essentially follow their patients home," said Dr. Steven Hayworth, Director of Population Health, Clinical Services, at the University of Utah Health Medical Group.

It can be difficult for doctors to discharge a patient without any idea of what their home environment is like, Hayworth shared. "Oftentimes, they trust what they can control and decide to keep a patient in the hospital for another day or two, just to be safe."

The Heal at Home emphasis on open communication – between the University of Utah and CNS – gives doctors control of their patients' care long after their stay at the hospital ends.

"We want this to be the standard of care," Hayworth said. "We want to broaden or extend the continuum of care farther than we ever thought we could. I think this is just the beginning."

PROGRAM INCEPTION

The Heal at Home program launched in 2020 after a chance encounter between then CNS CEO, Brent Jones, and an orthopedic surgeon at the University of Utah.

Brent needed a knee replacement, but the hospital was denying most elective surgery requests to save capacity for COVID-19 patients. After much discussion with his doctor, Brent suggested a way he could go home from the hospital the same day as his surgery. He could get the surgery and receive initial treatment from University of Utah Health clinicians and receive follow up care from CNS nurses and physical therapists, which would free up the bed as soon as possible.

His doctor agreed to the proposition – setting the foundation for a promising partnership between CNS and the University of Utah Health.

ALIGNING PROTOCOLS

The key to the Heal at Home program is what Hayworth calls "aligning protocols" for care. This essentially means keeping doctors, CNS nurses and patients on the same page, or as CNS Regional Vice President, Jaimi Ostergar, explains it:

"One of the nice things about Heal at Home is you can work

with each individual provider to come up with their patient-specific protocol. Oftentimes, you'll just get this standard protocol for every patient – just the basics of what we want you to do. But we're allowing the providers to have specific teaching goals and outcomes they want to achieve."

Doctors coordinate with CNS to have a nurse waiting at the patient's home when they arrive to go over the transition plan and provide immediate care. Nurses have a direct line to the provider in case any questions or complications arise, and the patient can always return to the hospital at any time.

THE HEAL AT HOME DIFFERENCE

Near the start of Heal at Home, a woman from Montana needed to travel to Utah for a specialized knee replacement from a surgeon at the University of Utah Hospital.

The surgery was successful and her transition plan included a comprehensive post surgical assessment at her "home," which happened to be a hotel room near the hospital. Russell Hanson, CNS Director of Business Development, shares a key tenant of the Heal at Home program, "care can be provided wherever a patient calls home, post surgery. For our out-of-state patients, that is often a comfortable hotel room."

Hayworth shares that the health system was "a little bit scared" of Heal at Home at first. Doctors were concerned about sending patients home early. Organizers put the program on pause for a while to "button things up".

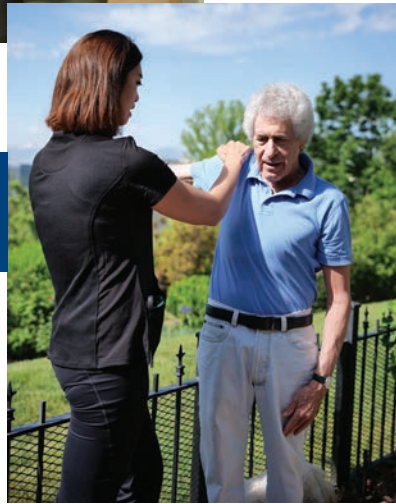
"We want to broaden or extend the continuum of care farther than we ever thought we could. I think this is just the beginning."



STEVEN M. HAYWORTH, MPH
Director of Population Health, Clinical Services
University of Utah Health Medical Group



Stephen, home health patient
Michelle Lee, MOT, OTR/L



“If you look at our strategies and priorities as a health system, you’ll see that Heal at Home fits perfectly under the ‘Care Innovation’ pillar and ‘Accountability for Outcomes’ pillar. It has been very rewarding to help lead this important initiative.”



ERICA F. BISSON, MD, MPH
Professor of Neurosurgery
Adjunct Professor of Orthopedics
Executive Medical Officer,
University Medical Group

While the program was paused, the woman returned to the University of Utah Hospital to have her other knee replaced. She had a longer stay in the hospital this time and had to stop at another emergency department on her way back to Montana because “her pain was so much,” Hayworth said. Her experience cemented the value of Heal at Home to Hayworth and many others within the University of Utah Health system.

Hayworth hypothesized that physical therapists being able to see the patient’s home and determine what they have to work with is another key element of Heal at Home’s success.

“Our physicians and providers have no clue what the patient’s home looks like at all. So when they’re saying, ‘We want you to do these three things everyday,’ it may actually just be impossible, given their living situation,” Hayworth said.

THE FUTURE OF HEAL AT HOME

The first wave of patients to receive Heal at Home treatment have mostly been recovering from surgery, but Hayworth sees the potential of the program reaching much farther.

“We really envision that honestly any patient could go home with the Heal at Home program,” Hayworth said. “We have a vision of it not just being our surgical specialties. We’re excited to get into internal medicine as well.”

If you are a University of Utah Health provider and would like more information about participating in the Heal at Home program, please email HomeBasedCare@hsc.utah.edu or HealAtHome@cns-cares.org.



THE BEST HOSPITAL ROOMS AREN’T ALWAYS IN THE HOSPITAL.

Our Heal At Home Program safely treats patients at home.

Through Community Nursing Services and the Heal At Home Program, University of Utah Health is able to follow our patients home—so they can recuperate in a comfortable environment after procedures that usually mean staying in the hospital.



The Ride of a Lifetime

Louis Griffin's Senior Wish

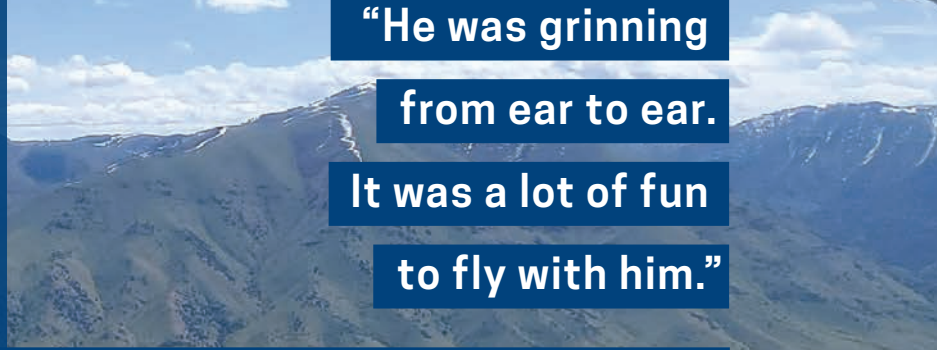
On May 6, 2022, just 10 days before turning 87, Louis Griffin climbed into a Cessna airplane for his Senior Wish and the ride of his life, accompanied by his son, Daryl, and CNS social worker, Jason Bohman.

Pilot Kim Hall of Leading Edge Aviation in Logan flew the group from the Logan Airport throughout Cache Valley, including Millville Canyon and Mount Logan, where Louis and his family used to enjoy camping.

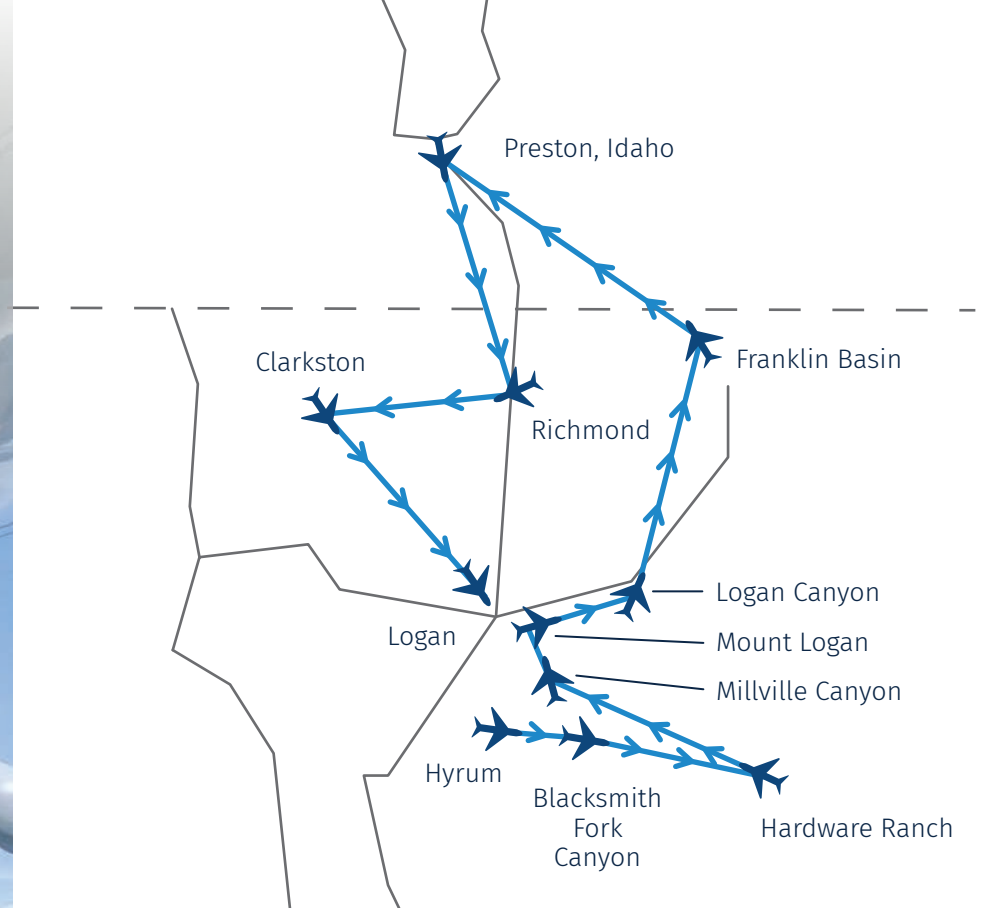
"Louis was especially excited to see the areas where he and Daryl had once ridden motorcycles," Kim recalled. "He was grinning from ear to ear. It was a lot of fun to fly with him."

Kim also flew over Clarkston, Utah, where Louis was born at his parents' home in 1935. As they looked over Louis' family farm in Trenton, Louis recalled milking cows as a boy when the temperature dropped to 40 degrees below zero.

They concluded the journey by flying over Logan and several landmarks, including the Logan Utah Temple where



"He was grinning from ear to ear. It was a lot of fun to fly with him."



Louis served for many years and Utah State University, which held special memories for Louis. He worked more than 30 years for USU Extension, introducing the concept of long-distance education at USU in 1989 to help nontraditional students throughout Utah earn degrees.

"It was very kind of Kim to take the time to fly us to so many places in the back country where my dad grew up," Daryl said. "He also banked the plane so we could look straight down at the stadium and university. Dad appreciated seeing Utah State from the air, one last time."

When they landed at the Logan Airport after the 75-minute flight, Louis, Daryl, and Jason sat in the sunshine and enjoyed the blue sky while Louis reminisced about the many places he'd traveled to.

Louis expressed his joy at taking a flight, rather than a stroll, down memory lane.

"Today is great. This was great!"



To help us host more Senior Wishes, consider making a gift: cns-cares.org/donate

Volunteers are Vital

Consider supporting the CNS mission by volunteering

We couldn't do our important work without help from incredible volunteers. Opportunities range from hospice respite and companionship to serving soup at the annual Art & Soup Charity Event. Learn about the different ways you can volunteer your time and talents to support the CNS mission of compassionate care.

Program Volunteer Requirements:

- Authorize and complete a successful background check
- Take tuberculosis test
- Complete one-time 12-hour required state and federal training
- Commit to attend annual renewal trainings
- Submit documentation within 24 hours after each visit

HAND MOLD VOLUNTEER

Hand mold volunteers visit a hospice patient's home or hospital room and create a plaster mold cast of their hand, often holding the hand of a loved one, before the patient dies. CNS provides training, supplies and support.

Commitment:

At least one hand mold per month (about 6 hours per mold); commitment depends on volunteer schedule and capacity

Program volunteer requirements apply.

HOSPICE VOLUNTEER

Hospice volunteers throughout Utah provide hospice patients companionship and respite care so their families and caretakers can take time away. They also help with errands and life review.

Commitment:

2+ hours of service each week, depending on need and your availability

Program volunteer requirements apply.

'NO ONE DIES ALONE' VOLUNTEER

The No One Dies Alone Program at CNS, a branch of the national No One Dies Alone (NODA) organization, provides companionship for patients alone at the very end of their lives.

Commitment:

4+ hours of service each month, depending on need and your availability

Program volunteer requirements apply.

MUSIC VOLUNTEER

Musicians who perform live for hospice patients reduce their loneliness and isolation. Research has also shown that live music can provide emotional support to hospice patients and their family members, reduce anxiety, and elevate their moods.

Commitment:

2+ hours of service each week, depending on your availability

Program volunteer requirements apply.

EVENT VOLUNTEER

If a one-time volunteer opportunity fits your schedule better than an ongoing commitment, CNS has fundraising events throughout the year with a variety of roles, including the annual Art & Soup Charity Event. CNS also welcomes corporate volunteer groups.



LOOKING FOR SOMETHING ELSE?

We are happy to tailor a volunteer opportunity that aligns with your interests and skill set. Please contact us to start the conversation.



TRACY RUIZ
 Director of Volunteers
Tracy.Ruiz@cns-cares.org
 (801) 639-5446



Fill out the CNS Volunteer Interest Form to get involved:
cns-cares.org/volunteerinterest

2022 Fundraising Report

The CNS Philanthropy Team is proud to report that 2022 was a productive year for both fundraising efforts and charitable care services. After seeing a decrease in our charitable care impact between 2020 and 2021, we made a goal to increase awareness about the Charitable Care Program within our organization, empowering clinicians and team members to advocate for patients by submitting more charitable care requests.

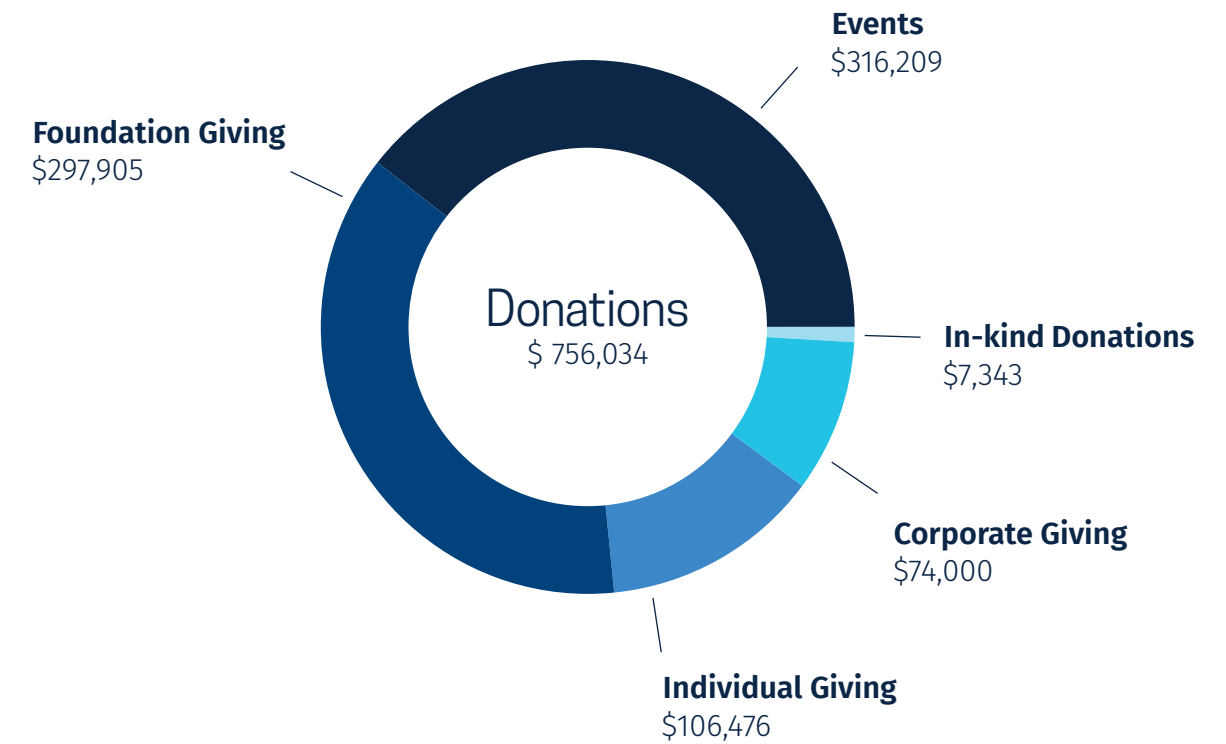
We know there is an increased need for support in our community, as do our donors. With record inflation rates, many families are having to make the difficult decision of choosing between

health care, hospice and palliative care, therapy, immunizations, etc, and basic needs such as groceries and utility bills. Thanks to our incredible donors, our patients can still access the care they need, without having to sacrifice something equally important to their well-being.

We are pleased to report that our charitable care awareness campaign helped us increase our impact 40% between December 2021 and December 2022. We hope to continue to increase our impact in the coming year, with continued support from our donors and community.

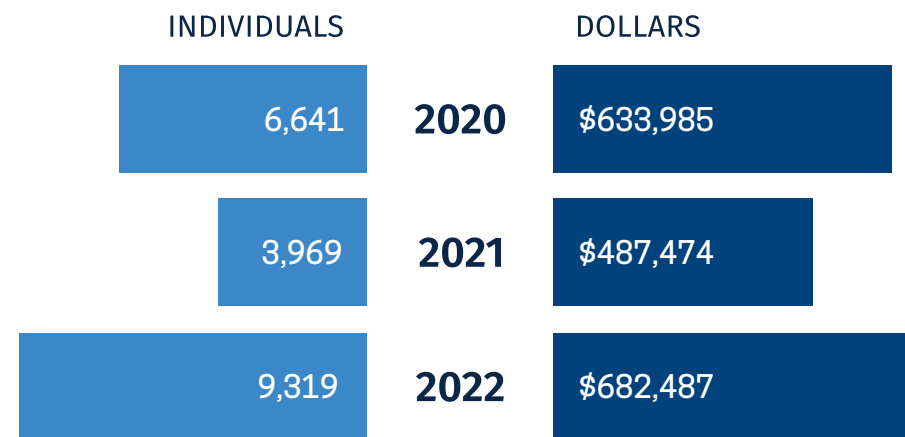
Thank you for supporting our mission of charitable care.

2022 Fundraising Success



Your Gifts Make a Difference

3-YEAR CHARITABLE CARE SPENDING



If you have interest in supporting the CNS Charitable Care Program, please reach out! Our team would love to get to know you and help you serve our community.

CNS is a 501(c)(3) non-profit organization and all gifts are tax deductible to the fullest extent allowable by law. Tax ID: 87-0212459



LAURA THOMAS
 Director of Philanthropy
Laura.Thomas@cns-cares.org
 (801) 639-5418

Charitable Care Stories

CNS is dedicated to providing compassionate care, regardless of a person's ability to pay. **The CNS Charitable Care request process is simple, so we can provide care to those who need it most, when they need it most.** With a short email to CNS Leadership, our teams can get approval to accept and care for unfunded patients. Our goal is to approve requests within one hour of submission, and nearly all are granted.

Thanks to our donors and community supporters, we can say 'yes' to patients without insurance or the ability to pay.

7 Days of Charitable Care Requests: Real People, Real Impact

Here's a look at what it takes to fulfill Charitable Care Requests in a given week, based on real asks from CNS clinicians.



MONDAY

After being discharged from a Davis hospital, a 62-year-old woman on hospice sat stranded, alone in the lobby. The hospital needed her to discharge, but she didn't have funds to pay for a medical transport. No one in her family was available to pick her up. Thankfully, the CNS Charitable Care Program stepped in and paid \$200 to transport her home quickly and safely.

TUESDAY

The extreme pain caused by advanced liver failure left a female patient in Ogden living in a motel with no source of income – and a daughter who has special needs to care for. They couldn't afford food and were struggling to navigate the food stamp process before donors intervened. A CNS Social Worker helped the woman complete a food stamp application and gave them a \$200 gift card to buy food.

WEDNESDAY

A man who had lost his job in Tooele struggled to breathe and needed continuous oxygen to keep his vitals stable. But since he didn't have insurance, he couldn't pay for it. That is, until his nurse submitted a charitable care request for two months of oxygen to help him recover from his illness.

Cleaning up around the house became impossible for an elderly widow who had suffered an immobilizing knee injury. Her home care nurse noticed the need and asked her about her support system. The widow said she had no children or family to help her. The nurse requested homemaking visits, fulfilled by the Charitable Care program, to make her home a cleaner and happier place to be.

THURSDAY

Life threw punch after punch at a 31-year-old man taking care of his ailing 59-year-old mother. They had lost their housing and were living on the street. During an emergency room visit, doctors found more than 20 tumors in her brain. She was immediately admitted to in-patient hospice at Davis Hospital with help from CNS donors and died days later. When a CNS Chaplain visited the son after his mother's passing, he learned that he couldn't afford to pay for his mother's cremation and requested additional help from the CNS Charitable Care Program. Thanks to our donors, CNS paid \$1,200 to cover the cost of cremation and helped the son connect with a local shelter to help him get back on his feet.

FRIDAY

The University of Utah Hospital was discharging an unsheltered patient from the ER who struggled to keep their balance while walking. They reached out to CNS to request a walker to be donated to the patient.

SUNDAY

A 49 year-old male patient from St. George was in a car accident and suffered a fractured femur. He didn't have insurance and needed physical therapy and skilled nursing visits to get back on his feet. The Charitable Care Program paid for 5 weeks of nursing and physical therapy.

SATURDAY

Scorching summer temperatures distressed an older man living in Ogden. The CNS Chaplain visiting him saw that the ceiling fan in his home wasn't working. The man didn't have air conditioning and couldn't afford to fix the fan, he explained. The Chaplain submitted a request for help and was able to purchase a new ceiling fan and hire a licensed electrician to install it to help bring some comfort to the hospice patient.

Primary Children's Hospital requested charitable care for a 2-month-old patient who needed surgery to correct a bowel issue. Until the issue was corrected, the infant needed to take nutrients through a feeding tube. The family's insurance didn't pay for tube feeding supplies and nutrition and they reached out to the CNS Infusion Pharmacy to see if the Charitable Care Program could help. CNS provided the supplies needed and nursing visits to help teach the family how to use the tube and how to navigate possible complications.

These charitable care stories represent a typical week of charity requests at CNS. Some weeks may have twice as many requests, others may have half. Thanks to our donors, we have the ability to respond to requests for support within an hour of receiving them.

2022 Donors

Special thanks to our amazing supporters

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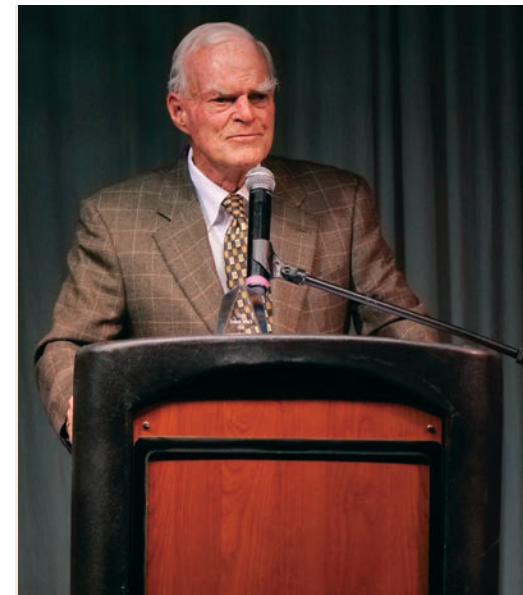
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**We strive
 for accuracy.
 If you see an
 error or omission,
 please call us at
 (801) 639-5418.**

Together Again

Elsie Kimmel's Senior Wish



CNS hospice patient, Elsie Kimmel, recently had a very special family dinner, thanks to the CNS Senior Wish Program. You might be surprised to learn that about half of the Senior Wishes we host are simple family dinners in a patient's home or care center. Most hospice patients don't have the energy to go on an airplane ride or attend a Jazz game and really just want to spend time in their home, surrounded by family, which was the case with Elsie.

Elsie's first round of chemotherapy "practically took her under," her daughter, Judy Welks said. Elsie needed five more rounds. It wasn't worth the pain and they decided to discontinue the treatments and go on hospice with CNS. When CNS approached her with the chance to do something special in her last days as part of the Senior Wish program, she didn't want anything too outlandish.

Elsie only wanted to have "one nice meal together" with her family, Welks said. And Elsie knew just the place – the Maddox steakhouse in her hometown of Brigham City.



Thanks to Senior Wish donors, Elsie hosted her three children and five grandchildren at her home like she had so many times in the past, only on this day in April, she didn't have to do the cooking.

"I enjoyed every bit of it," Elsie said. "I thank CNS for doing that for us. It was wonderful to have all the family together."

Elsie's daughter, Gail Gary, who lives in Melbourne, Australia, rushed back to Brigham City in March for the first chemotherapy appointment and ended up being in town for the Maddox dinner. It was special for Elsie to revisit cherished memories together

with all of her children and they appreciated the opportunity to express gratitude for the sacrifices their parents made to give them "a good life," Welks said.

Elsie and her family wanted to thank CNS for the care she has received while in hospice and also for the special time they were able to spend together.

"Everything that we got was wonderful. Good food. Good times with our whole family. We talked about the good times. We all have good times and bad times, but that was a good time with all of the grandkids being here," Elsie said.



"I enjoyed every bit of it. I thank CNS for doing that for us. It was wonderful to have all the family together."

It was special for Elsie to revisit cherished memories together with all of her children.



Honor Salute Ceremony in St. George

The CNS Honor Salute program recognizes hospice patients who are veterans with a formal tribute of appreciation for their service to our country. Military personnel arrive in dress uniform, along with CNS volunteers and staff, to present the veteran with a personalized appreciation plaque, military service lapel pin, and an American flag. They then give the salute command and salute the patient, who often salutes back.

ON CLOUD NINE: CELEBRATING MAJOR JOHN WARNER'S AIR FORCE SERVICE

Major John Warner, who served for 20 years in the United States Air Force as a pilot instructor, was excited to learn that CNS staff wanted to recognize his military service at the Western Sky Aviation Warbird Museum in St. George, Utah.

"We wandered around the museum and saw the planes, and Dad lit up like a Christmas tree," his son Randall recalls. "He has flown a lot of the planes at the Warbird Museum and was pointing them out and telling us about them."

Though Major Warner told Randall he'd "as soon hold back the tide" than remember how many pilots he trained in the Air Force, he did remember his service in Thailand, Germany, Canada and Great Britain.

"Dad has always told us stories about his military service and flights he's been on, and he was thrilled to have four out of his 10 kids at this service, plus seven grandchildren and two great-grandchildren," Randall says. "He asked what we were doing there, and I told him, 'This is all for you, Dad. We are honoring your service in the Air Force and letting you know how much you are appreciated.' It made his whole day."

Randall noted that his father had received great care from CNS and that everyone who has cared for him "deserves a medal of honor."



To help us perform more Honor Salute Ceremonies, consider making a gift: cns-cares.org/donate



Supporting Community Health through Immunizations

The CNS Immunization Program is Utah's largest on-site flu and vaccination clinic provider and meets individuals in need where they are — from population-dense cities to rural towns — throughout the state.

BY THE NUMBERS

- CNS hosted **7,029 mobile immunization events** between 2020 and 2023.
- The CNS Immunization Program has administered **more than 2 million vaccines** since the program began in 1992.
- The CNS Immunization Program is managed by **4 full-time staff members and 400 seasonal team members**.

An important component of our program is the use of mobile clinics, which are sent to schools, businesses, community events, churches, and local health departments. We expect this need to grow in the coming year as more schools and community locations request help with vaccine initiatives.

Thanks to the generous donors who fund the CNS Charitable Immunization Program, we can say 'yes' to supporting important community health initiatives, to hosting more 'no pay' clinics throughout Utah, and to people without insurance or the ability to pay for vaccines who come into our Walk-In Clinics each day.

The CNS Charitable

Immunization Fund provided

11,000 charitable immunizations

in 2022, adding up to more than

\$320,000 in charitable funds.



To help more individuals in need, consider making a gift to the CNS Charitable Immunization Program: cns-cares.org/donate

Helping a Student Stay In School

In March 2022, a young man came into the West Valley Immunization Clinic and asked for help getting vaccines he needed to stay in high school. He was on track to graduate just a few months later, but he couldn't continue without the required vaccines.

One of CNS's Immunization Team members, Lois, sat down with him to review his vaccine history and determine his needs. She shared the checklist and his answers:

Q: Are you 18 or younger?

A: No, I'm 19.

Q: Are you enrolled at a high school with vaccine funding [included on this list]?

A: No.

Q: Do you have any insurance?

A: No.

Q: Do you have a way to pay for the vaccines?

A: No.

Q: Do you have a parent or guardian who could help pay for the vaccines?

A: No.

Q: Do you have any siblings or extended family who could help pay for the vaccines?

A: No.

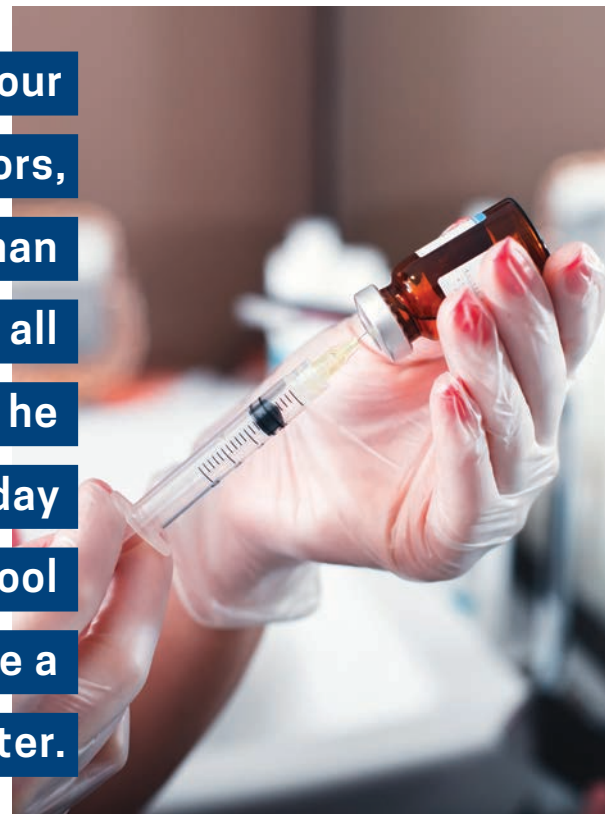
At this point, Lois asked a bit about his personal life. She discovered he lived on his own in a rented room and worked part-time at a sporting goods store. When she asked about his parents, he told her they lived in a different country and that he is here on his own, funding his own education.

The cost of his vaccines added up to \$400, which was an insurmountable cost. At this point, Lois shared information about the CNS Charitable Immunization Program with him and told him CNS could help.

Thanks to our generous donors, the young man was able to get all the vaccines he needed that day to stay in school and graduate a few months later.

"The initiative to come in on his own to get his shots and continue his education was very impressive," Lois said. "His story really pulled at my heart. He wasn't there to share a sad story. He was there to do what he needed in order to continue in school. There was no doubt in my mind that he wanted to finish school, and I am so glad we could help him."

Thanks to our generous donors, the young man was able to get all the vaccines he needed that day to stay in school and graduate a few months later.



CNS Bereavement Program Helps Heal Families

The CNS Bereavement Program helps family members express and cope with their grief after losing a loved one. Team members make phone calls and in-home visits to provide bereavement counseling and connect families to community grief resources such as grief support groups and long-term counseling. Bereavement team members also mail information to grieving families throughout the year to help them understand the many different ways people grieve and find hope as they begin to heal. Topics include surviving the holidays, understanding normal grief responses, and also honoring those who have passed away while still moving forward in a world where they are no longer physically present.

Additionally, CNS hosts memorial services for grieving families throughout the year. Services often include music, tributes, and the opportunity for family members to reconnect with staff they met while their loved ones received hospice care.

“As the days turn into weeks, then stretch into months, bereaved family members sometimes don’t know who else to talk to about the roller coaster of emotions they are experiencing,” says David Leavitt, assistant area manager for hospice at the Salt Lake Branch.

“We have the privilege of listening to them as they express anger, fear, agony, heartache, frustration, despair, relief, joy, acceptance, and even numbness. This opportunity to walk beside them and be a grief companion for them in such a tender and difficult time is a true honor.”



“MY GRIEF WAS WARRANTED”: LAURIE BOGGIO’S EXPERIENCE

When Cheyenne Ericson (above right) passed away from liver failure at the age of 41 in April 2022, her mother, Laurie Boggio (above left), said she was surprised to receive a bereavement pamphlet in the mail the next month, which she recalled was “worded perfectly.”

“How did CNS know that is exactly what I needed to hear? How did they know that I couldn’t handle anything bigger at that point in time?” Laurie asked.

Though the rest of Laurie’s family lives in Utah, she and her husband live in California and felt very disconnected. The CNS Bereavement Program offered the comfort she needed.

“The guides were a connection to this very real and tragic thing that happened. They were validating and made me feel like my grief was warranted,” Laurie said. “I loved the last guide and how it spoke about saying goodbye to your pain. I am going to try to start living. I am not quite there yet, but I am working on it.”

“The ornament has a permanent place on the tree, just as our memories of James have a permanent place in our hearts.”
 –Joan Johnson-McCloy



CNS Memorial Ornament Program

After CNS provided charitable hospice care for her husband, Simone Soffe-Black established the CNS Memorial Ornament Program to give bereaved family members a memento to honor their loved ones. Past ornaments have included gold leaves, angel figurines, and glass teardrops and were originally available for a suggested donation to the CNS Charitable Care Program.

In 2022, the CNS Charitable Care Program partnered with local Stampin’ Up! crafting group, Queens of the Stamp Age, to make a special memorial ornament that could be given for free to each family who lost a loved one in 2022, which added up to 1,300 families throughout Utah. This year’s ornaments were a mini glass bottle with the deceased person’s name written on a slip of paper inside.

Hospice nurse Joan Johnson-McCloy received the ornament after her husband, James, passed away from kidney failure in June 2022. She said the ornament meant so much to her family.

“We plan to add more messages to the bottle during future holidays and when a memory touches our heart. The ornament has a permanent place on the tree, just as our memories of James have a permanent place in our hearts,” Joan said.

2023 CNS Cares Service Award

Honoring two exceptional CNS team members

Each year, CNS recognizes one direct care staff member (who works directly with patients) and one support care staff member (who supports patients and the CNS mission without direct contact) for their exceptional service. We are excited to honor this year's recipients for their incredible dedication to serving others.



CANDACE ANDERSON, CNA PRICE BRANCH

Candace exemplifies the CNS mission statement by always going above and beyond for others. Although she lives about 40 minutes from Price, she is up visiting patients as early as 5 AM. She is dedicated to service and is always compassionate and positive, with a smile on her face no matter the circumstance.

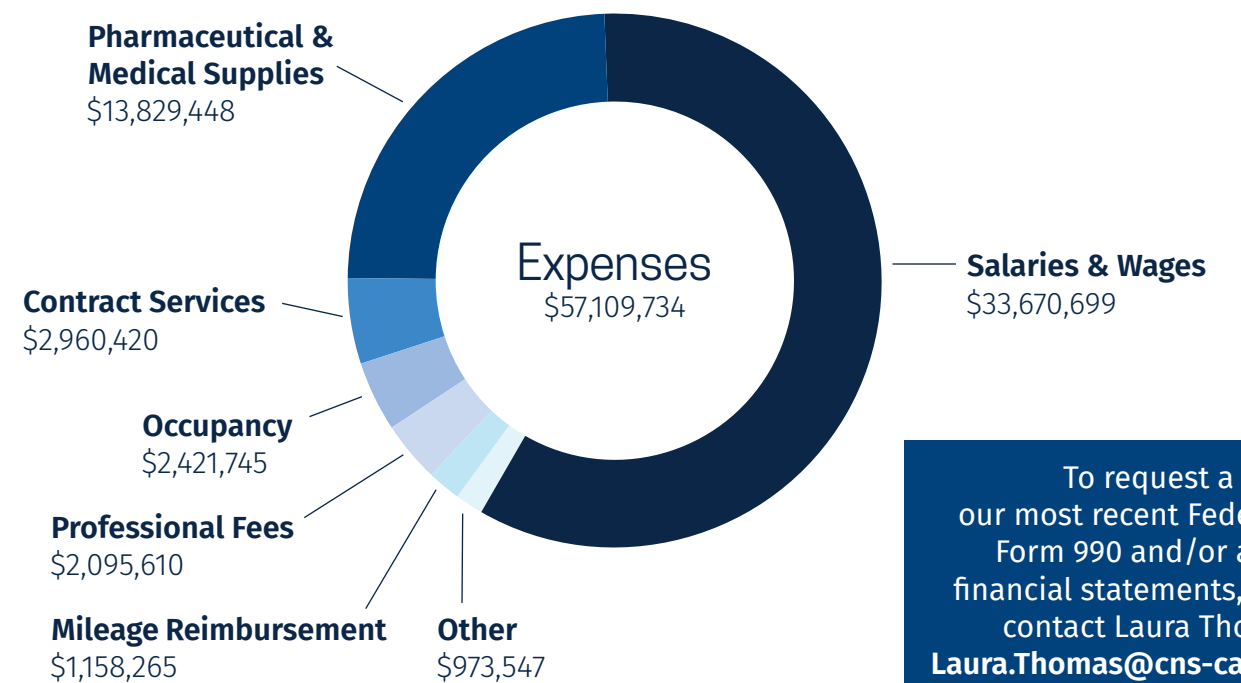
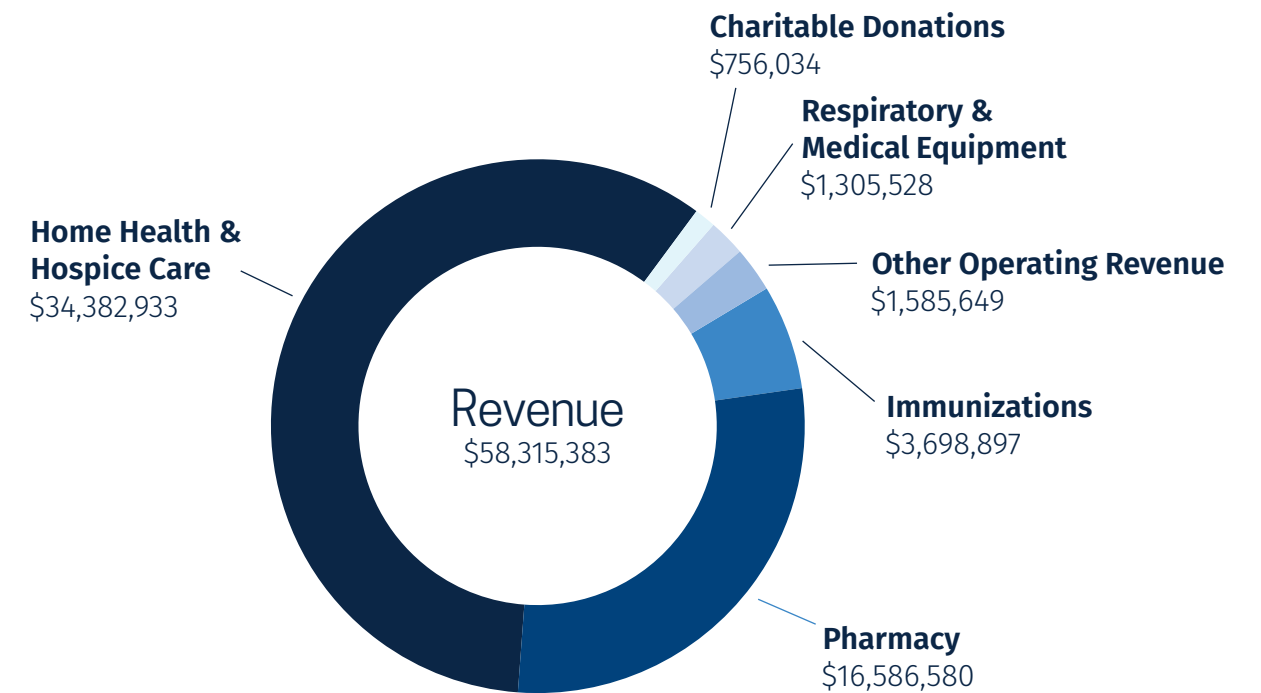
Candace leads with her heart by being empathetic with her patients and somehow always knows what will make their day. She actively listens to them and their families and provides the best care she possibly can.



BETTE LAMONT, BILLING LOGAN BRANCH

Bette does everything she can to make sure patients and their families receive the care they need. She recently spent her own time and money to help a patient get some clothing and basic toiletries they needed. Bette is selfless and gives all she has to support the CNS mission of compassionate care.

2022 Financial Report



To request a copy of our most recent Federal Tax Form 990 and/or audited financial statements, please contact Laura Thomas at Laura.Thomas@cns-cares.org.

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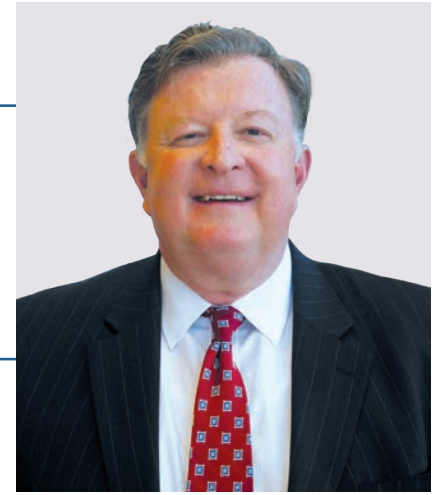


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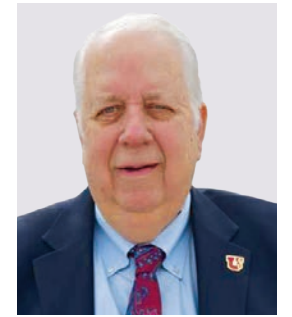
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Gratitude for our Top Referral Partners

Providing care takes a village

At CNS, we are grateful every day for our village of physicians and case managers at hospitals, outpatient clinics and care facilities who entrust our team with the care of their patients. Without these trusted partnerships, CNS would not be able to help thousands of people each year. Thank you for being a part of our village.

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• University Orthopaedic Center
• Westridge Health Center
University of Utah Hospital
Utah Valley Hospital

Contact CNS

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New Patients..... (801) 233-6332
Brigham City Branch (435) 723-4404
Clearfield, Layton & Ogden Branch (801) 774-4960
Logan Branch (435) 752-3355
Moab Branch (435) 259-0466
Price Branch (435) 613-8887
Provo Branch (801) 224-8138
Salt Lake Branch (801) 967-9207
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2830 South Redwood Road, Suite A
West Valley City, Utah 84119

(801) 233-6100
info@cns-cares.org
cns-cares.org