

CNS SPECIAL REPORT

*A close look at
Community Nursing
Services during the
2020 & 2021 years.*



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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 non-profit organization, and it is our privilege to serve you and the communities in which we live.



LETTER FROM CNS LEADERSHIP

Dear Friends,

What an intense time 2020 and 2021 have been!

As a front-line provider of healthcare, we at Community Nursing Services (CNS) have been immersed in responding to the needs of our community during this historic pandemic. It has been and continues to be a challenging journey. It is a humbling honor to fulfil the CNS mission of "creating exceptional moments and experiences that heal individuals and families" during the uncertainty and fear we have all experienced. You can read more detail about our response to the pandemic in this report and we are proud to say the CNS team has held strong and helped tens of thousands of patients, families, and team members weather the storm.

Also during this timeframe, we successfully partnered with the University of Utah Health system and welcomed three University of Utah leaders to the CNS Board of Directors. CNS has collaborated with U of U leadership to push forward many joint initiatives to help people in need of care, including a general inpatient hospice level of care at the U of U and Huntsman Cancer Institute Hospitals, and started the Heal at Home program to help patients avoid recovering in the hospital.

As 2021 comes to a close, we feel grateful for the support of our donors and our community partners. We could not achieve our mission without the generous support from friends like you. We are looking toward 2022 with optimism and excitement about expanding our services in Utah and beyond.

Sincerely,
CNS Executive Leadership Team

CNS Executive Leadership Team



BRENT JONES
President & Chief
Operations Officer



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FACHA, CNHA, LTCA
Chief Executive Officer



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Senior VP



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PETER WEIR, M.D.
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of Population Health
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ABOUT COMMUNITY NURSING SERVICES

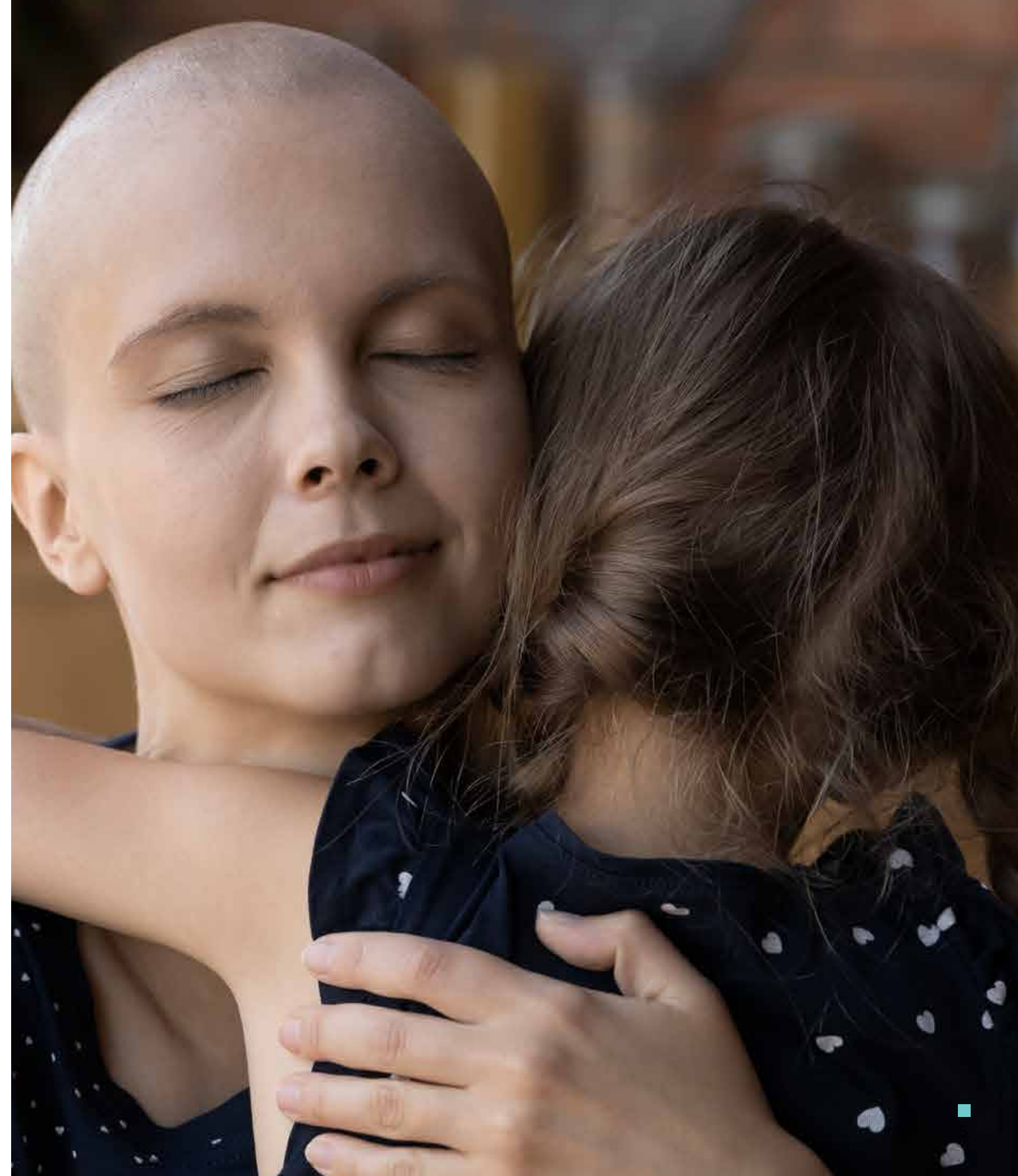
Community Nursing Services (CNS) fills an incredibly important need in our community by providing compassionate home health and hospice care to patients and families who have experienced illness or injury, all in the comfort of their own home. We are Utah's oldest non-profit home health and hospice organization and have been serving our community since 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 truly care for our patients and their families. Our caregivers take care and time to understand each patient's needs before creating a personalized care plan. We continue to provide quality post-acute home health and hospice care in Utah by simply listening to our patients and their families and matching our services with their needs.

For anyone looking for a highly qualified home health and hospice care team who also feel like family, we hope you will invite us into your home. We want to help create exceptional moments and experiences that heal individuals and families by providing compassionate care and by putting health, dignity, comfort, and well-being first and it is our privilege to serve our patients and the communities in which we live.

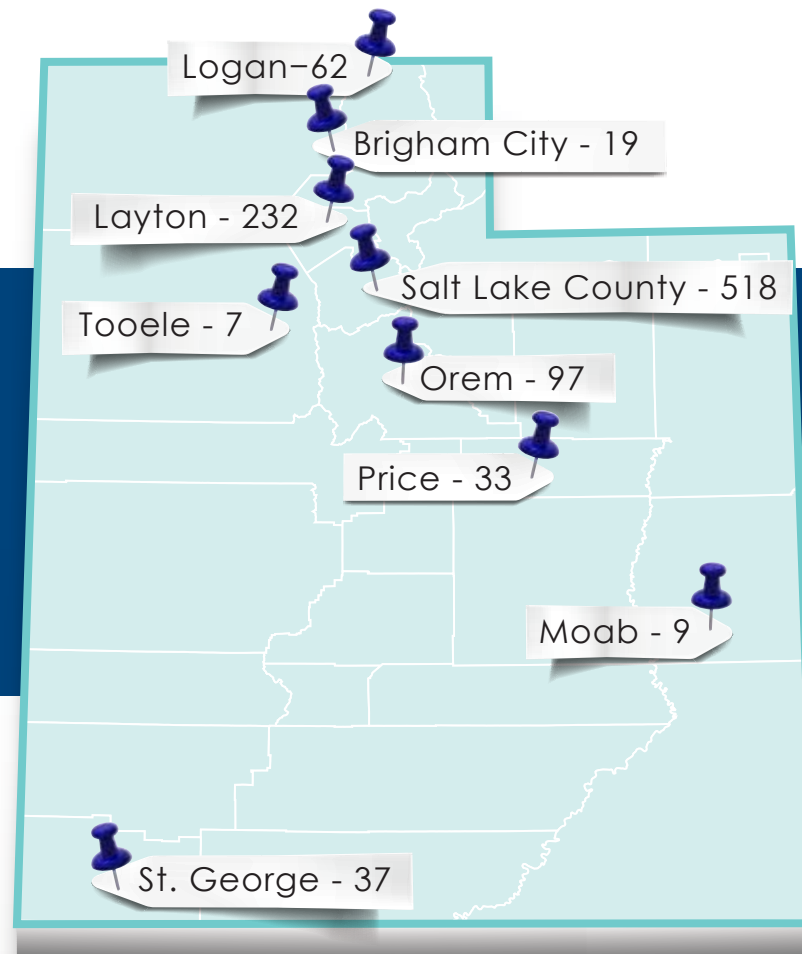
CNS delivers a wide range of health care services including:

- Home Health & Hospice Care
- Immunizations, Flu Shots & COVID-19 Vaccinations
- Specialty Infusion Therapy
- Closed Door Pharmacy Servicing
Assisted & Skilled Nursing Facilities
- Oxygen & Respiratory Services
- Telehealth



Serving Utah

Number of employees at branches and offices across the state



More than 1,000 Team Members Statewide

Division Title	Number of Employees
Administrative Support	88
Business Development	20
Certified Nursing Assistant	75
Chaplain	8
Delivery Team	19
Dietician	1
Homemaker	13
Immunization Clerk	246
Immunization Nurse	231
Medical Director	12
Nurse	170
Pharmacist	11
Pharmacy Technicians	24
Social Worker	15
Therapy (PT/OT/ST)	86
Total	1,021

CNS Employees as of September 2021



CNS Overview of Services

Home Health Care Services: Home health care allows a person to remain in the comfort of their home during recovery while still receiving the services they need. Home health care is also generally more affordable than hospitalization. CNS home health care provides a high standard of home care and customer service to people of all ages with various health care needs. We partner with patients' medical providers to ensure we are providing the highest level of care in every situation.



Hospice: CNS was the first Home Hospice agency to be certified by Medicare to offer hospice services in Utah and we have developed a strong reputation for compassionate service. We emphasize creating moments and experiences that provide peace of mind to our patients and their families. A valuable part of our hospice care is the CNS Bereavement Program, led by licensed social workers and therapists. Bereaved family members can choose their engagement level and support in this valuable program.

Palliative Care: Palliative care is specialized medical care for people who are seriously ill. Palliative Care reduces suffering by improving quality of life for people of any age and at any stage in a serious illness, whether the illness is curable, chronic, or life-threatening.

Immunization/Flu Clinics: Immunizations are an important part of living a healthy life. CNS pioneered the concept of mobile immunization clinics by partnering with local communities, organizations, schools, and businesses to host on-site clinics tailored to their needs. The CNS Charitable Care Program also provides no-cost immunizations to individuals and families who are uninsured, under-insured, or who are facing economic hardships and do not have the means to pay.



Pharmacy/Specialty Infusion Pharmacy: CNS and our patient care programs rely heavily on our pharmacy division. We have a full pharmaceutical team, including pharmacists, a registered dietician, pharmacy technicians, IV-skilled nurses, a warehouse fulfillment team, and delivery drivers.

Home infusion is a popular choice for those who need ongoing intravenous (IV) therapy. Staying at home is economical, convenient, and comfortable and also reduces unnecessary exposure to infection. CNS's pharmacy staff compounds specialty infusion medications according to prescribed orders in a state-of-the-art clean room environment, then delivers the medication to each patient's home. CNS home health care nurses teach patients and caregivers how to administer the medications properly and how to care for their IV line. Our focus is to provide the highest quality and most comprehensive care possible to our patients.

Respiratory Services and Durable Medical Equipment: CNS's Respiratory Services team offers a comprehensive line of home care oxygen and respiratory equipment. Our patients are equipped with a HomeFill® Oxygen System which allows them to refill a small, portable oxygen tank as needed and eliminates the need for delivery, exchange, and storage of the standard bulky oxygen cylinders other service providers use. CNS also offers durable medical equipment rentals to our patients who require special beds, walkers, wheelchairs, commodes, or other equipment to live safely in their homes. CNS recently added breast pumps to our list of medical equipment available for rent, along with fiber-optic phototherapy to treat neonatal jaundice.



In-Home Therapy and Rehabilitation: CNS provides comprehensive therapy services to help our patients regain function and independence. We offer Physical Therapy, Occupational Therapy, and Speech Therapy services. Our skilled rehab professionals work in conjunction with the team of nurses, nurses aides, and social workers all under the direction of each patient's physician. Our goal is to help our patients return to their daily life roles and achieve their highest level of function within their home environment. We are a dedicated and compassionate team of therapy professionals who assist our patients reach their therapy goals.



Volunteer Program: Volunteers are a very important part of the CNS team. Our robust team of volunteers serves patients and caregivers by providing companionship, respite care, assistance with errands, and also helping to coordinate the beloved CNS Senior Wish and Honor Salute Programs. We also have a team of volunteers who help plan and execute CNS fundraising events such as Art & Soup.

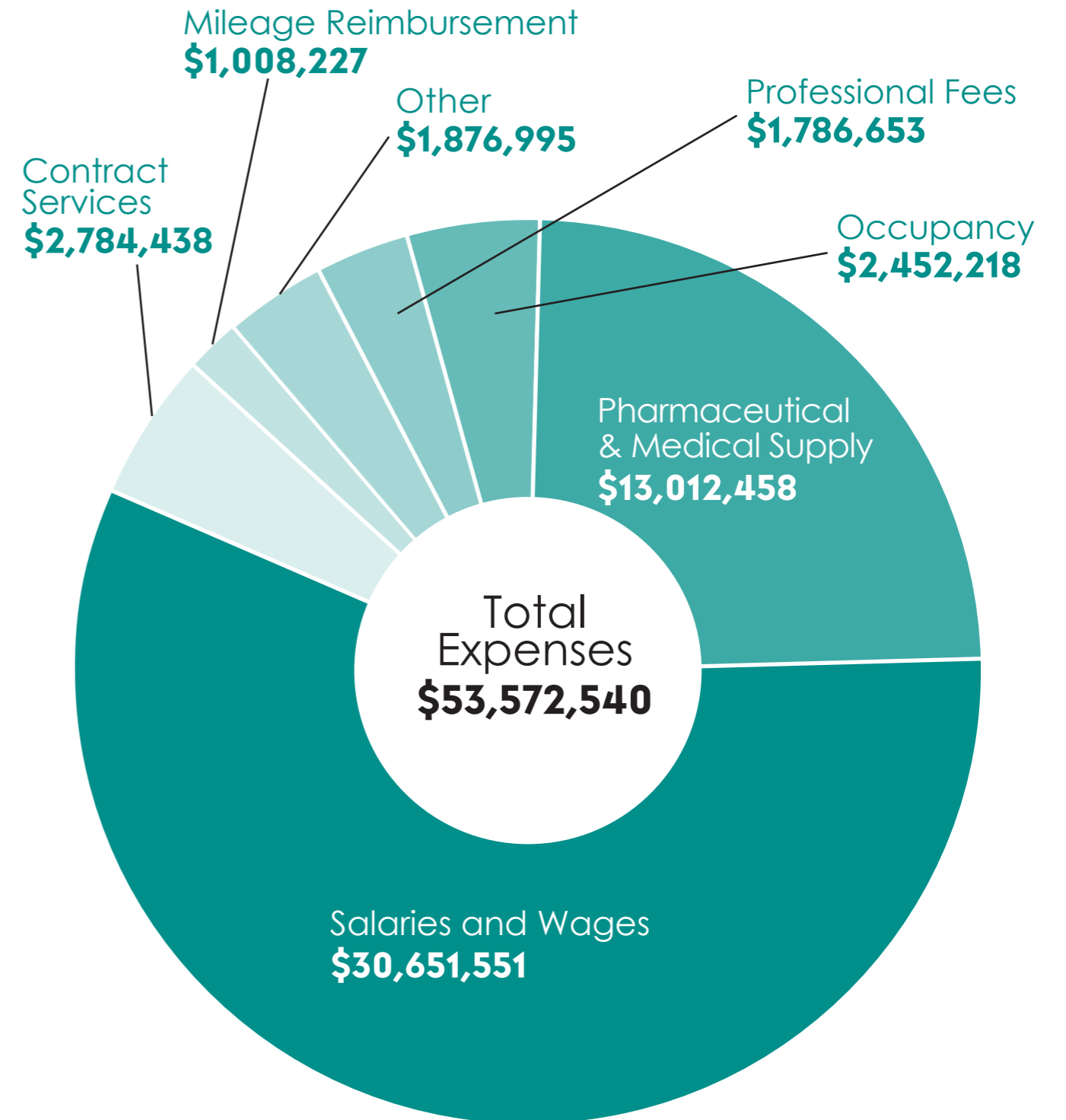
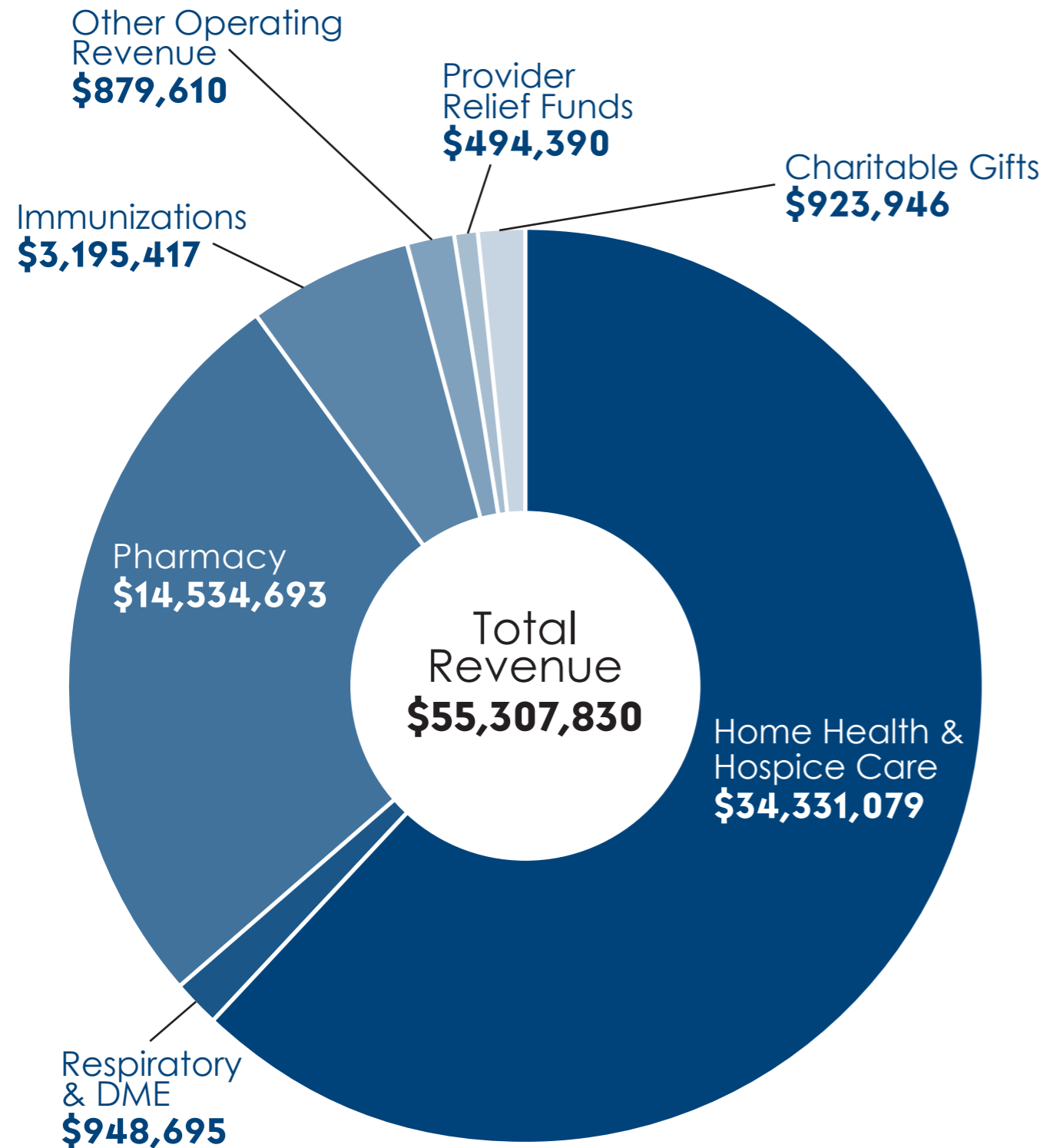
Telehealth: CNS is proud to offer high-quality video telehealth visits to our patients. Our nurses utilize reliable Medtronic™ equipment to supervise care, complete evaluations, and conduct medication checks remotely between home care and hospice visits. Telehealth is a simple, interactive system which monitors vital signs such as blood pressure, oxygen saturation, and weight changes up to four times a day. If changes need further assessment, a CNS clinician will visit, assess, and plan appropriate changes to treatment.



CNS has
completed
8,472,000
visits since
1928

CNS
served
14,041
patients in
2020

Community Nursing Services 2020 Financial Report





Facing Crisis In the Eye of the COVID-19 Storm

In Their Words

If you ask anyone over 60 what they were doing when Neil Armstrong took his first steps on the moon, they'll remember exactly where they were and what they felt. You can ask anyone over 30 about the day the airplanes crashed into the Twin Towers, and you'll hear their personal snapshot in time. The onset of COVID-19 and lockdowns add another collective moment in history that we all share.

Alongside the broader healthcare community, Community Nursing Services (CNS) experienced this impactful moment in the eye of the storm as we not only experienced the fear and confusion of the pandemic on a personal level, but also worked to keep our community safe through our care

and services. For this special report, we gathered the CNS Executive Leadership Team to learn what it was like to live through the early days of the COVID-19 pandemic.

Confronting the Unknown

When COVID-19 descended upon the world and our community, there was much unknown. Spring of 2020 was a confusing time of conflicting messages from news outlets, social media, and even the Centers for Disease Control and Prevention (CDC) which was trying to grasp the potential impact of the virus and how to best limit its spread. CNS knew it was vital that we share accurate information and guidelines from trusted medical and public health sources.

Jaimi Ostergar
Vice President
of Southern
Region



“

“There was so much conflicting information and everyone had an opinion, which made it really challenging to follow and adjust our plans and protocols each day.”

“The pandemic took a significant emotional toll on our entire team, from the executive team to our frontline workers and office staff. We didn't sleep at night, woke up anxious, and tried to encourage people and be positive, but we were dealing with the ever-changing recommendations from the CDC—not to mention the earthquake that quite literally shook our community as well.”

—Steve Love, Senior Vice President

”

“

“There was a lot of disconnect. We had many employees who left healthcare altogether when the crisis unfolded because they didn't feel safe. It fell to us to do everything we possibly could to keep our team safe so they could continue caring for our patients.”



Cory Fowlks
Immunization
Program Director

Pushing through the Fear

Mere days after the government mandated a lock-down for the State of Utah, an earthquake shook the nerves of Wasatch Front residents, causing power outages and the closure of several clinics. CNS struggled like everyone else; our teams were nervous, scared, and questioning, but in the end, we found ways to continue caring for our patients.

“I remember the panic after the first earthquake, and seeing one of our leaders printing thousands of pages of patient records so we would be able to keep working. When we heard the ‘Big One’ was coming, we hustled everyone out of the office and I was sitting at my desk by myself and I saw the things on my shelf start shaking and I thought: ‘No one knows I am here and I am going to die by myself!’ Luckily it didn’t happen that way, but that was the thought that I had.”



Brent Jones
President and Chief
Operations Officer

Going to Battle without Armor

Like so many healthcare organizations in our state and across the country, lack of personal protective equipment (PPE) became a serious issue. We didn’t fully understand how the virus spread and we wanted to take every precaution to protect our staff and patients from contagion. To help take control of the situation, CNS and our many community supporters came together to make homemade PPE from donated fabric.

“Like any other healthcare entity, we were scrambling to find PPE, which is why we started sewing masks and gowns . . . just so we could feel like we could send our staff into homes and keep them safe.”

–Jaimi Ostergar

“Health care workers felt the full brunt of PPE shortages during the pandemic. In the first few months of the crisis, the entire healthcare industry grappled with severe PPE shortages. During the first few months of the pandemic, our amazing community came together to sew gowns and masks. We kept searching for new vendors and, after a few months, we were finally able to acquire enough PPE to keep our teams safe.”



Gary Kelso
Chief Executive
Officer

Relying on Lifesaving Foresight

After getting through the initial shock of the pandemic and earthquake, the team began thinking about the future and anticipating items that might become more difficult to obtain as the pandemic continued. Thanks to the foresight of Senior Vice President, Steve Love, CNS ordered extra oxygen to ensure we were able to meet the evolving needs of our patients.

“Our respiratory team was the first to really interact with active COVID-19 patients and had to learn how to wear full PPE as well as how to isolate and clean infected equipment. The oxygen concentrator manufacturin industry still hasn’t recovered from the pandemic and is still behind the demand.”



Steve Love
Senior
Vice President

Working around the Clock

The pandemic hit various CNS teams all at once, but in different ways. It affected the home health and hospice division because of the lack of PPE and staff feeling unsafe. Then it hit

the respiratory and pharmacy divisions and the struggle to deliver live-saving oxygen and medicine to patients’ homes. Later in 2020, the mass roll-out of vaccines pummeled the immunizations Department, who worked around the clock, seven days a week to give as many vaccines as possible before they expired.

“The expectation to use every dose within seven days and submit dose reports by Monday mornings at 6:59 a.m. was especially difficult. Our vaccine teams would routinely stay open giving doses until 1:00 a.m. just so that we didn’t waste any doses.”

–Cory Fowlks

The CNS team hired many additional staff members to help contact the long lists of people on the vaccine waiting lists and to help clerk the immunization clinics. One memorable night in early spring of 2021, the immunization team called a 90-year-old Bountiful woman at 11:30 p.m. to ask if she wanted to get the vaccine before it expired the next day. After an entire year of quarantining, she was filled with relief to finally have access to the vaccine and drove straight to the CNS office in West Valley at midnight to get it. The feeling of joy was palpable in the CNS Immunization Clinic that night.





Using Crisis to Create Opportunity

CNS implemented many system-wide improvements because of everything we learned throughout the pandemic. We enhanced our education about infection control, with hand-washing forever changed and the concept of personal space redefined.

"COVID really brought infection control to the fore-front of our minds and we are a better organization because of it. We focused on education and put a lot of effort into improving protocols."

–Jeff Schmitt

"COVID has changed what we do and the way we think. Nearly every person walking into a health care facility is asked to wear a face cover. People sit and stand spaced apart, wait in cars until their turn, get drive-thru testing, and even seek care in pop-up tents and out of their car. COVID has forever changed our lives.."

–Gary Kelso

Increasing Our Capacity for Compassion

In personally experiencing and working the frontlines of the pandemic, the CNS team members gain a greater understanding of grief. Through the eyes of those who have lost a parent, spouse, child, or relative, grief has unfortunately become the norm, and recognizing it is more of a priority than ever. Our staff is more aware of our patients' mental health, as they keep a closer eye on those who live alone, and listen to their patients when they share experiences of grief or despair.

"I think we are much more understanding and that we look at things differently than we did pre-COVID. We have a higher appreciation for our co-workers and their mental health and their families."

–Jaimi Ostergar



“We are more aware of the challenges people are going through in their personal lives. Everyone was experiencing the pandemic and was able to talk about the issues and empathize with each other.”

Jeff Schmitt
Vice President
of Northern
Region and IT



"We are trying to understand grief better so we can help others. We have employees who have lost family members and spouses and we need to support them through their grief."

–Brent Jones

Overcoming When Everything Is Hard

At the time of writing this story, 20 months have passed since the beginning of the COVID-19 pandemic in our state and the crisis is continuing to unfold in different ways. Our current struggles include finding enough staff to serve our patients, vaccine hesitancy, having open and honest conversations with those around us, and dealing with the exhaustion of prolonged effort and uncertainty.

"Staffing is a big struggle. The drawn out pandemic has made a lot of people walk away from the healthcare industry all together and we can't find people to replace them."

–Jeff Schmitt

"Vaccine hesitancy has been a challenge for our staff. They are witnessing all of the unnecessary death in hospitals and are on the front line caring for these people."

–Kimberly Dansie

"The whole situation is stressful and then you add in the mandate for large companies to require employees to be vaccinated which exacerbates the struggle. People are very opinionated about not being vaccinated and in the other camp, people are just as opinionated about why everyone should get vaccinated. We all work in the same industry and it is causing a lot of conflict."

–Jaimi Ostergar

"We try to respect everyone's opinion and we try to encourage them to make safe choices for themselves and the community, but people have made their minds up and it feels like it doesn't matter what you say. Vaccines and masks have kind of become taboo to talk about and I don't like that. All we can do is try and educate people, but it's tough when you feel like you can't make a difference. I do vent to my wife a lot (bless her heart) and I try to do the best I can every day."

–Brent Jones

"The constant uncertainty of what the future will bring is unsettling and there is just not very much you can do about it."

–Cory Fowlks



Becoming Stronger Together

CNS has learned and continues to learn many lessons through the pandemic. We are resilient! Experiencing COVID-19 together and learning how to cope with an ever-shifting reality has brought our team even closer together.

is what is shifting the forecast for sunnier days ahead. Our hope is that we can all look back at this collective moment in human history as one that brought us together and helped us recognize the value of every life.

“It has been so inspiring to watch our team help each other and cope with the pandemic. We were stronger together.”

Kimberly Dansie
Vice President
of Business
Development



“All of our focus was driven on one thing and it really helped us unite as a team.”

—Brent Jones

We are proud of the positive impact that Community Nursing Services has had on the community through the COVID crisis. Our team members experienced and continue to experience the personal and professional weight of living in the middle of the storm, and their passion and care for our patients

Making a Difference

CNS was one of the first home health agency in Utah to care for COVID-19 patients in their homes.

CNS continues to help battle the pandemic. We are currently hosting a COVID-19 monoclonal antibodies infusion clinic in our West Valley City office.

As of September 2021, the CNS Immunization team more than doubled the number of vaccines they administered in 2020 and the number is still growing, currently at 142,383 doses.

CNS STAFF STAR



Community Nursing Services (CNS) has many incredible team members and we want to highlight one of our very special staff stars, **Lacie Odom**.

Lacie began working for CNS as an immunization nurse in 1992, and on top of an exceptional nearly **30-year career**, she's been instrumental in providing COVID-19 vaccines to people who were homebound during the last year. This is a service that requires a high level of trust, kindness, and bravery, considering the increased risk of contagion nurses face when entering patients' homes. While these patients are grateful for the service CNS provides, Lacie also feels grateful to provide such a meaningful service.

“I have felt so much joy as I have gone into many homes and provided this service to them that otherwise would be extremely difficult and, in most cases, impossible for them to receive. No matter their economic status, I have found that all the people I visited had one thing in common: they had a need that CNS could provide and they were so grateful for our service.”

Lacie quickly noticed that many of her patients were lonely and didn't have anyone to keep them company or help them access services. She has made it her practice to spend time during each visit to get to know her patients as people, and listen to their story.

Lacie adds that hearing their stories made a big impact on her. She says, “The funny thing is, I thought I was doing all the service until I realized that this opportunity, even though it was my job, was a huge payback for me. They make my day and I learn from each one. They all have a story. They're all humans trying to survive this pandemic the best they can and I have the privilege of helping in a significant way.”

In addition to vaccinating people who are homebound, Lacie also provides vaccines to refugees through the International Rescue Committee (IRC), Department of Corrections employees, teachers within the school system, and patients in care facilities and retirement homes throughout the state of Utah.

Lacie shares how she feels about working at CNS: “I love what I do at CNS. I love my fellow nurses and I love meeting people from literally all over the world. CNS has had an incredible impact in my life and in the lives of thousands in our community, and I'm so proud to be a part of this service!”

It's a privilege to have people like Lacie on board with CNS—with not only skill and experience, but with compassion and humanity. Our caring team members are the heart of what we provide, with the needs of the communities and patients we serve at the forefront of their work.

Increasing Quality Care with University of Utah Health Partnership



Since our founding in 1928, Community Nursing Services (CNS) has cared for University of Utah patients transitioning home from hospital care. We are proud of our shared goals for exceptional patient care and outcomes and have long partnered with the University of Utah Health system to care for our community. We are thrilled to announce that in April 2020, our partnership became official after a rigorous state bid process and legal review. This formal affiliation has already shown benefits to patients who require home health or hospice care. The partnership has and will continue to increase collaboration, mutual support, and patient referrals to CNS while also allowing each organization to continue to operate autonomously.

Both organizations maintain high standards of patient accessibility and care, and these shared values helped create a seamless transition into the partnership. Brent Jones, President of CNS shares, "The mission statements of both our organizations are well-aligned and we have a long history of working together to create a positive experience for our patients. As patients move from hospital to home through our multiple home-based service lines, they'll experience enhanced quality-of-care and better communication and coordination at transition points." The partnership is mutually beneficial, as the collaboration allows both organizations to enhance the care they already expertly provide which

enhances patients' experience and outcomes. **"Through this partnership, we are now able to offer our patients a seamless continuity of care,"** says Gordon Crabtree, former CEO of University of Utah Health Hospitals and Clinics. "Patients in need of home-based or Hospice care will now benefit from even greater coordination which means better outcomes and a higher degree of satisfaction from patients and their families facing difficult health challenges."

With this partnership, CNS has also strengthened the collaboration among the leadership of both organizations. CNS welcomed three University of Utah leaders to the CNS Board of Trustees: Tracy Nixon, CNO, MSN, RN; Charlton Park, CFO, CAO; and Dr. Peter Weir, U of U Health system's Executive Medical Director of Population Health.

Collaborating through COVID-19

As CNS and the University of Utah Health were going through the affiliation process in early 2020, COVID-19 was simultaneously taking its hold on the community. One of the first collaborative efforts that came out of the partnership is a program called Heal at Home, modeled after Huntsman at Home. Through this program, U of U Health patients who receive elective surgery can now transition to CNS's care while they recover at home or in the hospital's patient and family housing facility. Since its inception, the program has grown in scope and scale.

While many of CNS team members work to facilitate the program, CNS Regional Program Manager, Russell Hanson, actively manages the patient transitions for Heal at Home and meets with the clinical and administrative teams from the physicians' offices to report the outcomes.

Increasing Quality of Care

Heal at Home has allowed patients to receive a safer and higher quality of care while they're recovering from surgery.

Mental health plays a prominent role in recovery speed and outcomes as well. Kimberly Dansie, CNS VP of Business Development said, "We can't forget the impact this program has on mental health. We feel better in our own home environment. We feel safer."

Huntsman at Home

The Huntsman Cancer Institute (HCI) and CNS established the Huntsman at Home program in August 2018 to provide continuity of care from hospital to home for cancer patients. This innovative collaboration was one of the first programs in the United States to provide acute cancer care from the comfort of a patients' home. Studies conducted by Huntsman Cancer Institute have shown this care-at-home model results in lower costs and better patient outcomes.

The Huntsman at Home team is led by HCI nurse practitioners, working in conjunction with HCI oncologists, and is operated in partnership with CNS. The program is managed by Dr. Anna Beck, who is both the Medical Director for the Huntsman at Home program and the CNS Hospice Division.

The Huntsman at Home team is comprised of 8 HCI Nurse Practitioners who visit patients in their home to ensure they have appropriate and adequate symptom management in place. CNS has dedicated 13 Registered Nurses to the program who have specialized training related to the care of cancer patients. CNS also provides therapists, aides, medical social workers and chaplains to make home visits and support patients and their families.

In 2020, CNS admitted 218 hospice patients and 344 palliative patients, and provided 9,249 visits under the Huntsman at Home program. Since the program's inception in 2018, CNS has awarded more than \$34,000 in charitable funds to care for unfunded or underfunded patients participating in this program.

The program's impact on care ripples beyond the surgery patients it serves. By freeing up hospital beds, it increases capacity levels, allowing for other patients to receive care more quickly instead of waiting in observation or the ER.

Lowering Costs

Along with these program benefits, Heal at Home also increases affordability and accessibility through significantly lowered costs. Russell Hanson states, "Where is the least expensive place for a patient to be? In their home." Studies have shown that there is a cost savings of more than \$4,500 per Medicare beneficiary in the 60 days after a hospital stay.

When CNS and U of U Health lower their costs, these services become more affordable for patients and increase overall accessibility. Kimberly Dansie explains, "With our shared missions of service to the community, we can help more patients in need. The University of Utah Hospital has a significant number of unfunded or underfunded patients, and we're the same way with our mission of caring for people regardless of their ability to pay. So, through this collaboration we're able to help more people."

Partnering for Success

Russell Hanson points out how important it's been for both organizations to work together: "One of the biggest benefits of this partnership is the collaboration and care. You have care being designed by both parties telling each other what they need and what they want. A lot of collaborations are made from a one-way street with a doctor mandating what they want. In working with U of U Health, our partnership is a two-way street. In fact, CNS starts building the recommended protocol and then takes it to the physician as they continue to work in partnership. He continues, "These programs, again, are designed to lower the overall cost for the patient while increasing the outcome. And that's why it's been so important for the protocols that are



Russell Hanson
CNS Regional
Program Manager

Heal at Home Goals:

Reduce the length of hospital stays

Provide the same level of care at home as patients receive in the hospital

Increase communication between physicians and post-acute care teams.

designed by the physician team to be collaborative. The doctors and nurse practitioners from both organizations work together to decide what the home visits should look like and what requirements should be in place for the nurse or physical therapist when providing post-surgery care. We now have multiple collaborative protocols in place."

Experiencing Similar Results Across the Board

Heal at Home isn't the only collaborative program that has helped increase the quality of care while simultaneously lowering cost. CNS and U of U Health have partnered with the U of U Health Outpatient Clinic (IOC) to do just that, but through completely different means.

Dr. Peter Weir, CNS board member and U of U Health Executive Medical Director of Population Health, started the IOC as a pilot project in 2017. The clinic was designed to help care for the highest-risk, highest-need Medicaid members who suffered from medical and mental health comorbidities and had evidence of high healthcare utilization patterns (e.g., high rates of emergency room use).

The clinic leases space at CNS and currently provides wrap-around care and support to 150 patients. CNS home health nurses are deployed to the homes of IOC patients who are in a crisis, which has resulted in a helpful strategy to prevent visits to the emergency room. CNS has become a valuable partner in the IOC mission.

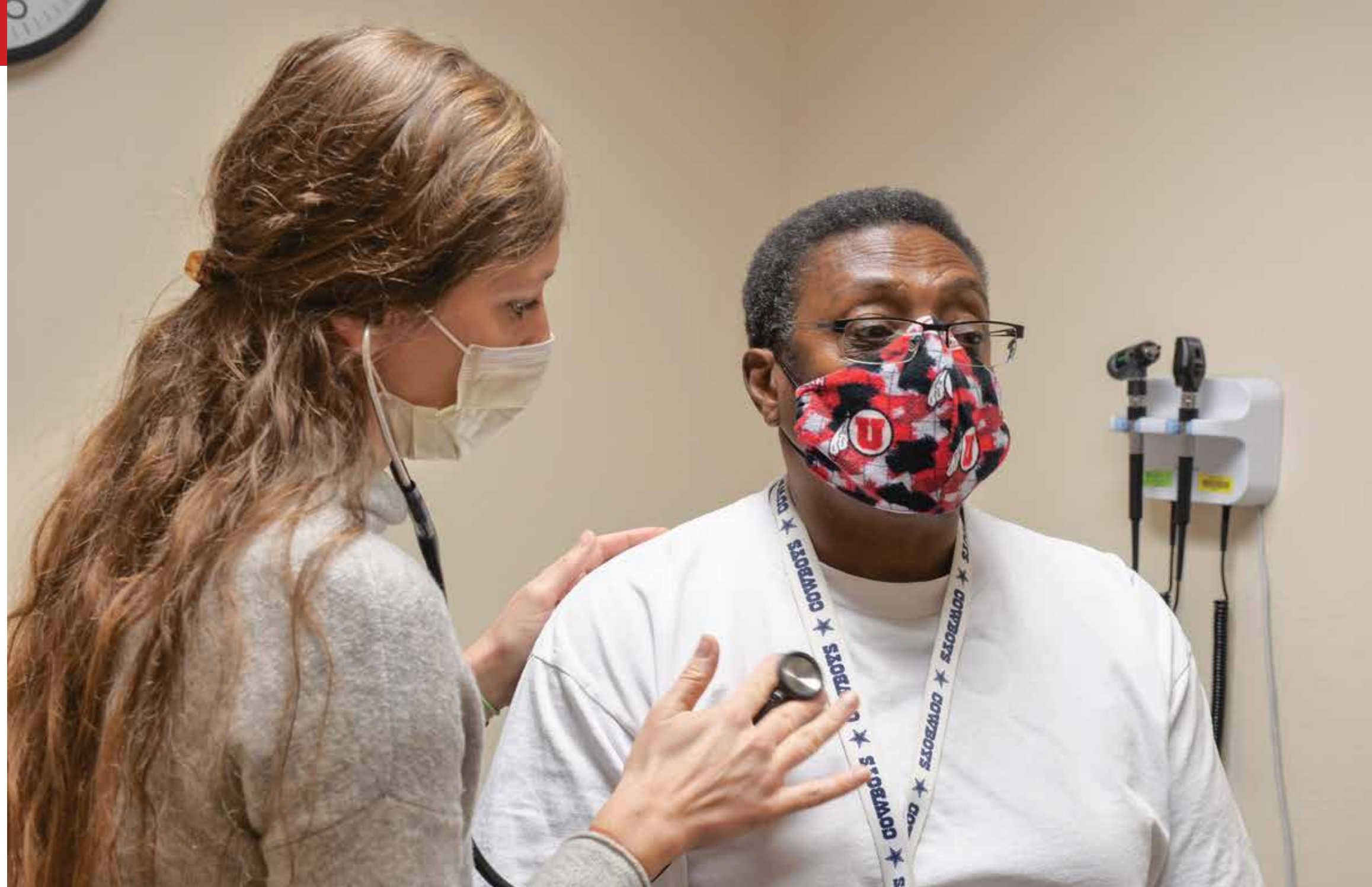
Our collaborative history with U of U Health and our more recent partnered programs and services only mark the beginning. With our official partnership in place, we look forward to strengthening the programs we have and creating more as our organizations collectively strive to provide the best possible care.

U of U & CNS Key Partnership Projects

- Heal at Home
- Huntsman at Home
- Intensive Outpatient Clinic (IOC)
- General inpatient hospice services
- Hospital at Home Study
- Wellness Bus for mobile vaccinations
- On campus vaccine clinics
- Monoclonal Infusion Clinic



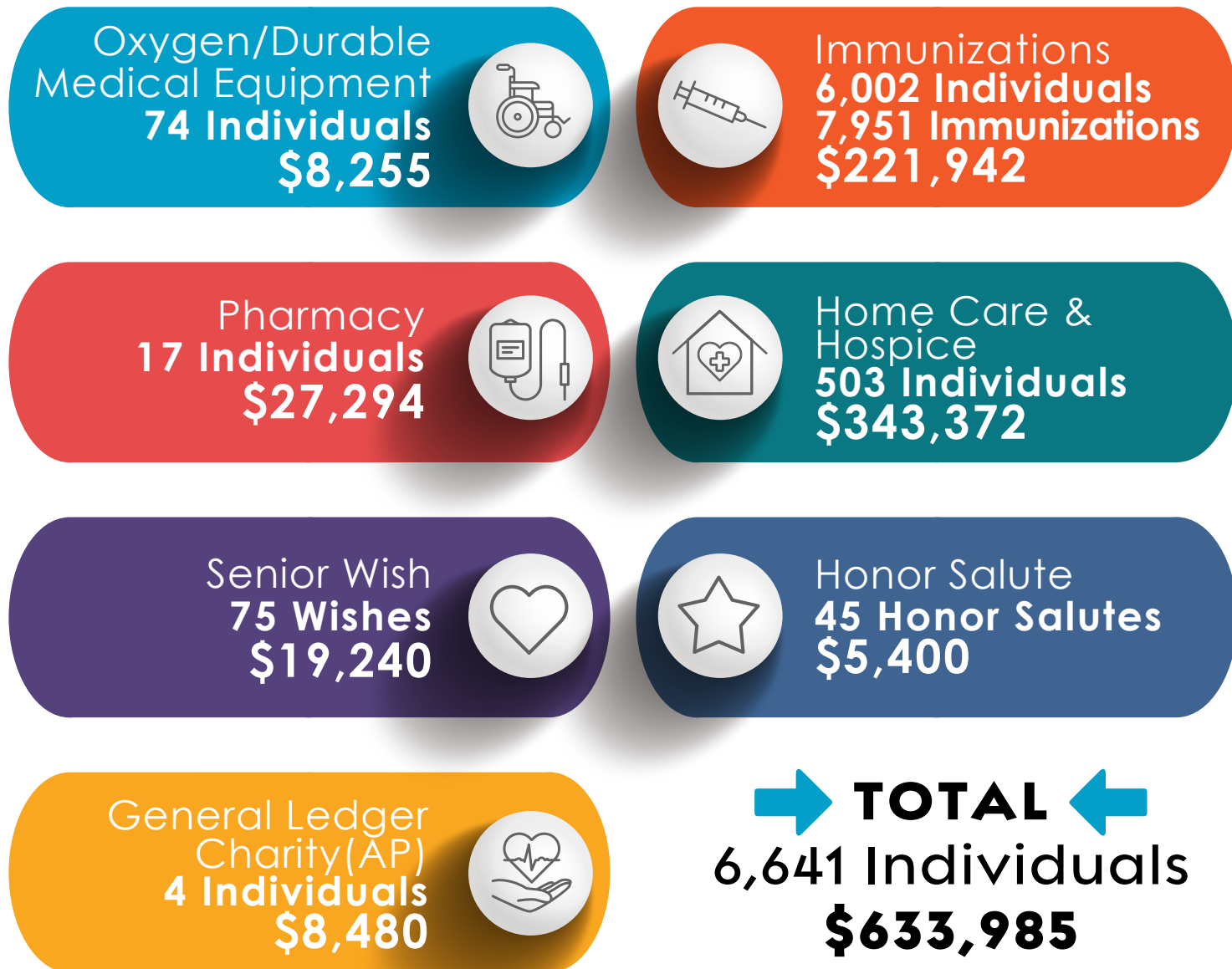
Intensive Outpatient Clinic (IOC) Team



CNS CARES for Our Community

Community Nursing Services is Utah's oldest non-profit home health and hospice agency. We are unique in that our mission is to provide exceptional care, regardless of a patient's ability to pay. Each year we provide charitable care and services to thousands of individuals across the state of Utah who are under-insured or uninsured. This care can include anything from nursing visits in a patient's home to a free flu vaccine at one of our many mobile vaccine clinics. We believe that access to healthcare is a human right and we are proud to serve those in need in our community through the CNS Charitable Care Program.

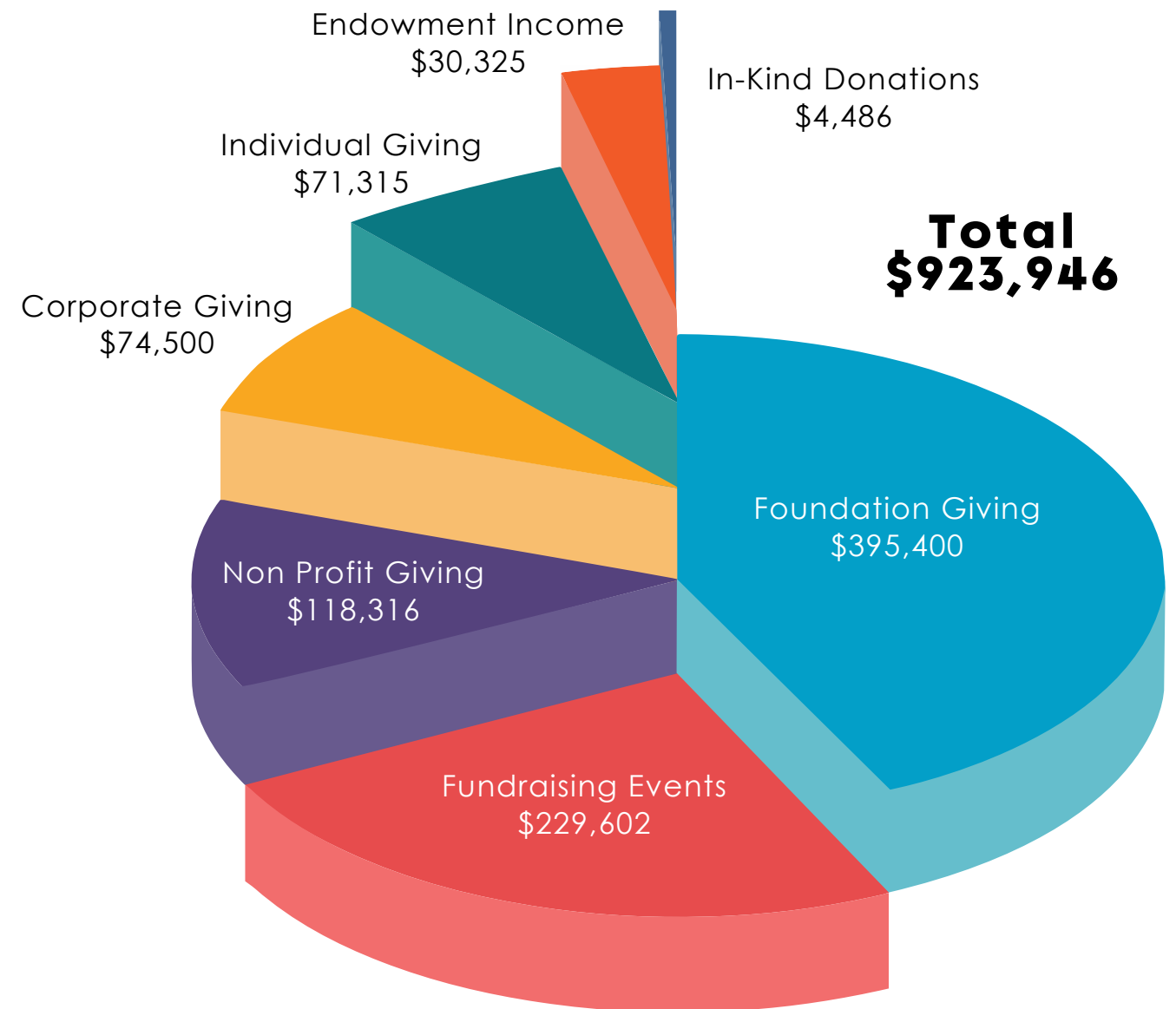
Charitable Care during 2020



2020 CNS Fundraising Efforts

Our generous community stood by us through 2020, even though pandemic restrictions brought new challenges for our CNS Development Team. The Art & Soup fundraiser shifted to a virtual format, and even with this change our sponsors came through and showed strong support. We also worked with many foundations who not only renewed their support for our Charitable Care Program, but increased their level of support to help combat the COVID-19 crisis. The CNS Charitable Care Program wouldn't be possible without the generosity of our supporters!

2020 Charitable Giving Overview



Making Miracles Happen

Senior Wish Program

The CNS Senior Wish Program gives CNS patients the opportunity to relive a cherished memory or experience a new adventure, one last time. The age of our recipients varies and wishes are granted to patients who are in the "senior" part of their life, regardless of age. Wishes can be something as simple as a meal brought in from a favorite restaurant for a bed-bound patient to enjoy a helicopter ride! Senior Wishes are very meaningful to patients and their caregivers.

CNS has granted 94 Senior Wishes so far in 2021, but one patient's wish from 2018 was so special that we want to highlight his story for this year's annual report.

Clyde Michael Morse became a CNS Hospice patient in Brigham City in 2018. He came to CNS with very few personal possessions and no family members. When his dire situation became clear to CNS Social Worker, Jason Bohman, he knew he had to do something to help.

Jason Bohman
CNS Social
Worker



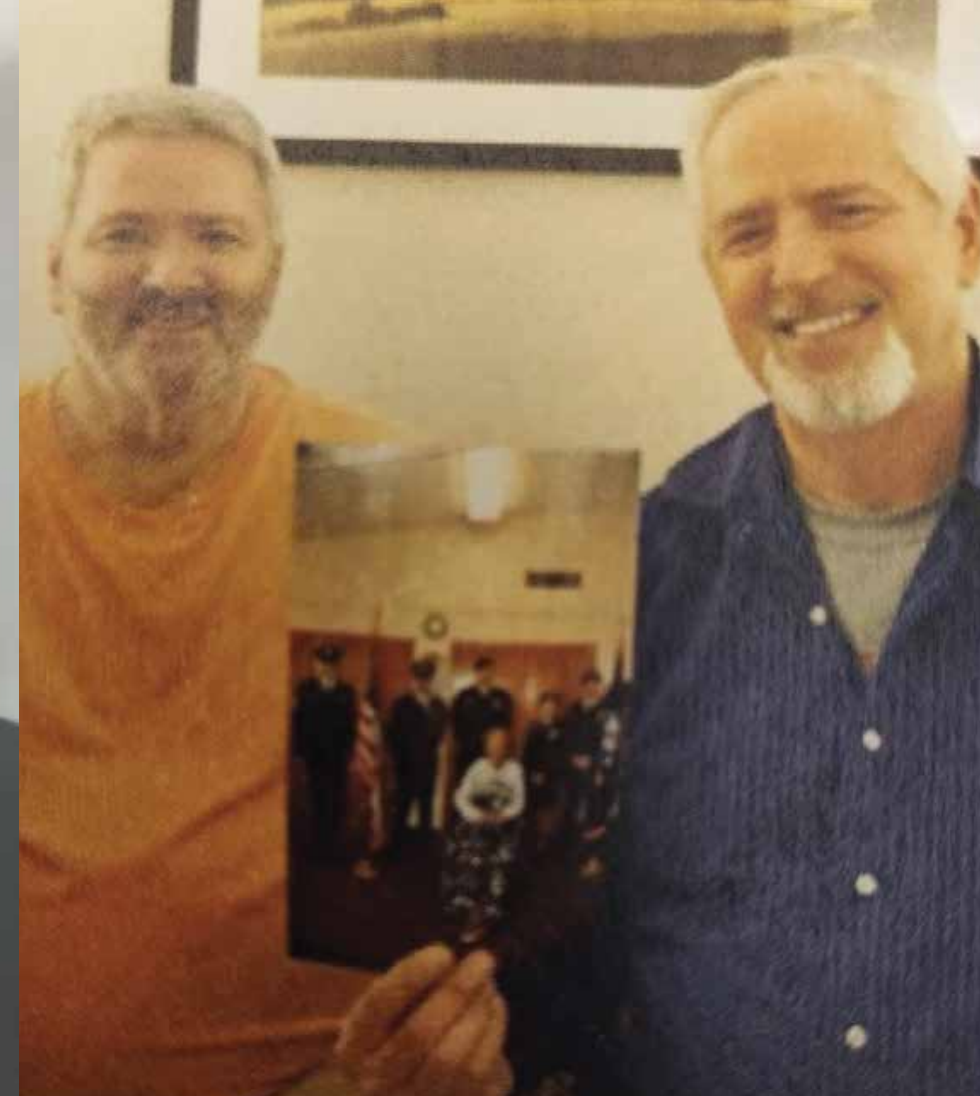
Jason immediately set to work to gather donated clothing and personal items to help make the remainder of Clyde's life more comfortable. Jason also asked Clyde's permission to search for his surviving family members. Clyde grew up in Kansas City, Missouri and had three brothers who he hadn't seen in 40 years, since the day he left home to join the service. Clyde initially declined, saying that his brothers must be gone by now or had long-since forgotten about him. After a couple of follow-up conversations, he confided in Jason that he would like to see or speak with his brothers one more time.

For two-and-a-half weeks, Jason searched for Clyde's brothers. He researched Clyde's history with the VA, called every church in Kansas City, searched genealogy databases, and even contacted local hospice companies. It was this last effort that proved most useful, because he was able to connect with a Kansas City medical social worker who was willing to knock on some doors.

The social worker went to one of the addresses Jason found online that belonged to someone who shared Clyde's last name, Morse, and it turned out to be one of his brothers! One brother had already passed, but the remaining two were still living in Missouri and believed that Clyde had died decades earlier.



Clyde Michael Morse



Clyde's brothers holding a photo of Clyde during his CNS Honor Salute ceremony.

Brad and Donald Morse were thrilled to know that their brother was still alive, and sad that he was very close to death. They, too, wanted to see their brother one more time, but lacked the funds to travel to Utah.

The CNS Senior Wish Program made it possible for the brothers to fly to Utah and reunite with their long-lost brother.

When they arrived in Utah, a CNS team member picked them up at the airport and rushed them to Brigham City,

where they were able to spend one hour visiting with Clyde before he passed away. Sunset Valley Mortuary donated Clyde's cremation service and Camp Williams agreed to host a military service for Clyde and inter his remains in the Camp Williams Cemetery. The service took place within days of Clyde's passing so his brothers could attend and find closure.

When asked about the experience afterward, Jason said, "If we didn't have the Senior Wish Program, or if we hadn't just had a Senior Wish fundraiser, or there are so many 'ifs' . . . then we wouldn't have been able to bring this family together. It was neat to be a part of this experience."



Robert Bambrick served our nation from 1946–1951 in the United States Marine Corp. He was stationed in Guantanamo Bay and later was sent up to Labrador to discourage Russia from invading and overtaking Greenland. He was finishing his service the very day the Korean War broke out. Robert returned home to a letter waiting for him from the US Government requesting that he return to service in the Marines. When he did so, Robert was stationed in Laguna, North Carolina training other Marines. In 1951, Robert completed his military service as a Staff Sergeant in the US Marine Corp. Robert's life came to a close in 2021 and the CNS Honor Salute program and his family gathered in his home to pay tribute to his lifetime of service and dedication to our country one last time.

Honor Salute Program

The CNS Honor Salute program honors CNS hospice patients who are veterans. It is a simple but powerful tribute of appreciation for the veteran's service to our country. Most often it is the last moment of public thanks they will receive.

During an Honor Salute, active military personnel in dress uniform join CNS volunteers and associates at the patient's home to conduct a formal ceremony. Veterans are presented with a personalized appreciation plaque, military service lapel pin, and an American flag. Military personnel give the salute command then turn and salute the patient. Often patients return the salute. This unique program honors our patient's sacrifice and service one last time.



Impact is More than Just Numbers

Stories of patients who benefited from the CNS Charitable Care Program in 2021

In February 2021, an **11-year-old patient with cancer** was discharged from the hospital with a feeding tube. After a long hospital stay, his insurance refused to cover home nursing visits or the necessary feeding tube supplies. The CNS Charitable Care Program taught him and his family how to use the feeding tube pump and also supplied life-sustaining formula while he regained the ability to swallow.

A woman in Price, Utah was involved in a **head-on collision with a semi-truck** in October 2021 and broke all four limbs and was left bed-bound. The patient needed therapy support to manage her emotions and anxiety from the accident, but was unable to access care in her home. She could not leave her home without the help of three Price Firefighters physically lifting and moving her. The CNS Charitable Care Program made it possible for this patient to schedule on-going visits with a social worker in her home to learn how to cope with the terrible trauma of the accident.

In September 2021, a 21-year-old patient was discharged from the hospital with an **inoperable brain tumor**. She was discharged on palliative care and would be transitioning to hospice care shortly thereafter. Although she had health insurance, her coverage didn't include social work visits and aide visits. The CNS Charitable Care Program made it possible for her family to receive the support and services they needed.

In May 2021, a 62-year-old patient was **actively dying from cancer**. He did not have any family or health insurance. The CNS Charitable Care Program provided a social worker visit for counseling, the necessary medical equipment and medications to keep him comfortable, plus palliative care for the final days of his life. Thanks to generous donations to the CNS Charitable Care Program, CNS was able to provide care and comfort to this patient during his final days.

A **COVID-19 patient in Salt Lake City** was discharged from the hospital for home recovery and had maxed out his insurance benefits for the year. The patient needed skilled nursing care, physical therapy, and occupational therapy to recover, but he didn't have money to pay for the services. The CNS Charitable Care Program made it possible for this patient to access the care he needed to get back on his feet.



SPECIAL THANKS TO OUR DONORS

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United Way of Salt Lake
George S. and Dolore Dorè Eccles Foundation
Utah County CARES Program
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BRONZE LEVEL

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BIG Benefits & Direct Care Administrators
Ken Garff Chrysler Jeep Dodge
Kenneth O. Melby Family Foundation
UMIA Insurance

The CNS Charitable Care Program is made possible through the generous support from our community.

To help increase our impact, please contact:



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LOOKING AHEAD

The CNS Executive Leadership Team, U of U Leadership Team, and CNS Board of Directors have some exciting plans on the horizon!

Program Expansion into Wyoming, Idaho & Nevada

The need for in-home health care and hospice care in our neighboring states is significant. CNS has built a reputation for exceptional, compassionate care and we have been invited by major hospitals to grow our presence throughout the Intermountain West.

Capital Campaign for a Hospice House

Utah currently does not have an in-patient hospice house with 24 hour skilled nursing. Below are a few of the reasons it's needed in our community.

Some hospice patients:

Require 24-hour care, which is often unsustainable for family and friends to manage.

Don't have any family or friends to help them at the end of their life.

Don't have a safe home environment.

A Hospice House in Utah would provide a safe, peaceful, homelike setting where patients and their loved ones would be supported through their end-of-life journey.

Community Nursing Services

presents

Art & Soup

RETURNING IN PERSON!

March 15-17 2022

CNS invites you to attend the best event of the year,

Art & Soup!

SAVE THE DATE:

Art & Soup Premier Night

March 15, 2022

Art & Soup Charity Expo

March 16 & 17

@ **The Salt Palace**

More information:

www.cns-cares.org/art-soup





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