

COMMUNITY NURSING SERVICES

2021 Annual Report

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(below)

1. Hugo Lopez,
Pharmacy Division

2. Respiratory &
Medical Equipment team



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.

Making a Difference for 94 Years

Community Nursing Services was established in 1928 to provide nursing care for people in the comfort of their own home. Today, we employ more than 500 associates in 9 branches across the state of Utah.

SUPPORT OUR EFFORTS

Community Nursing Services is Utah's oldest non-profit home health and hospice organization. The CNS Charitable Care Program provides healthcare, 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. Donate online by scanning the QR code with your phone's camera or going to cns-cares.org/donate, or call us at **(801) 639-5418**.

(below) Alyssa Bartlett, RN
Case Manager with Dennis
Chomech, CNS patient



DONATE



Choose 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 consists of hundreds of dedicated nurses, therapists, social workers, chaplains, medical directors, home health aides, pharmacists and technicians, delivery drivers, and administrative staff who truly care for our patients and their families.

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.

CNS TEAM MEMBERS ACROSS UTAH



A total of **556 CNS TEAM MEMBERS** provide exceptional care.

1. Salt Lake City: 315 members
2. Layton: 77 members
3. Provo: 38 members
4. Logan: 37 members
5. Price: 30 members
6. Brigham City: 26 members
7. St. George: 16 members
8. Moab: 9 members
9. Tooele: 8 members

* Plus 400 seasonal immunization team members stationed throughout Utah.



(above)
CNS President and CEO Brent Jones leads bidders through the Live Auction at Art & Soup

LETTER FROM CNS PRESIDENT

DEAR SUPPORTER,

I am amazed at the continual stories and expressions of caring and concern our CNS team and volunteers exemplify. I'm especially grateful and appreciative of this level of care amidst so much change in our lives, our country, and the world. Nearly every day, I revisit the first few words of the CNS Mission Statement: "We create exceptional moments and experiences." We often hear of these exceptional stories and experiences and thank you for creating them. YOU are making a difference.

During the 2022 annual Art & Soup event, I purchased one of the "quick draw" paintings from a local artist. It is a painting of hands clasped together, and I have it in my office where I can see it every day to remind me

why we do what we do. We are literally helping each other by extending hands of appreciation, compassion, and acts of kindness. We are grateful for the continued financial support from the community through grants, donations, sponsorships, and many hours of service.

I also want to express appreciation to the CNS Board of Directors as well as all of our partners within the University of Utah Health System. Their ongoing support and the way they embrace CNS and our mission helps us establish and maintain a high standard of care for all our patients.

CNS achieved numerous milestones in 2021 and 2022, and we will continue to achieve them through admissions, vaccinations, prescriptions, Senior Wishes, Honor Salute ceremonies for veterans on hospice, the development of hospital-at-home processes, and growth in our surrounding states. Read more about these milestones in this annual report.

Lastly, it truly is the little things that matter in our lives. I heard someone recently say, "We make a difference in lives by the way we say it, text it, write it, give it, share it, bake it, sing it, hug it, play it, plant it, or clean it."

Thank you for doing the little things that really matter and make CNS great!

BRENT JONES, PRESIDENT & CEO
Community Nursing Services



DID YOU KNOW?
In addition to leading CNS, Brent Jones is also a professional auctioneer!

Art & Soup Charity Event

Coming together to raise more than
\$215,000 for patients in need.

What do you get when you stir together over 100 volunteers, 46 fine artists, 17 local restaurants and caterers, and a generous community with a lot of heart? You get the sweet aroma of the Art & Soup Charity Event, CNS's annual charity event which has raised funds for 33 years for the CNS Charitable Care Program. This essential program provides charitable care to thousands of Utahns each year and we're thrilled to share that this year's Art & Soup raised \$215,000 for these efforts.

CNS's 2022 Art & Soup was presented by University of Utah Health and kicked off with its elegant Premier Night at the Salt Palace Convention Center with more than 400 guests in attendance. ABC4 TV Anchor, Nicea DeGering, hosted the evening which included a catered meal, entertainment, and inspiring words from CNS supporters, including Board Chair, Dave Gessel, Board Member, Tracey Nixon, and the former CEO of the University of Utah Health System, Gordon Crabtree. A lively two-day Art & Soup Expo followed the Premier Night and boasted more than 2,000 attendees.

Art & Soup is truly a heart-felt community effort with its team of volunteers, restaurants and caterers who kindly donated all of their soup and staff support for the charity event, plus the participating artists who generously donated 35% of their proceeds to the CNS Charitable Care Program. Additionally, all of the

Robert Rendon, SVP &
Community Development
Director, Zions Bank



CNS Cares Awardee

Gordon Crabtree, Former CEO of
University of Utah Health System

CNS honored Gordon with the CNS Cares Award for his service and dedication to the health and wellness of Utahns. Gordon also provided an integral role in establishing the formal partnership between CNS and the University of Utah Health System in 2020 before his retirement.

packages for the opportunity drawings were donated by community supporters.

A special part of Art & Soup is the Memorial Tree Project, made possible through the generous support of the Jenkins-Soffe Funeral Home. Bereaved family members were welcomed to purchase an ornament in memory of their loved one with proceeds benefiting the CNS Charitable Care Program. These ornaments were displayed on a tree of remembrance in tribute to the patients CNS has helped through their final journey.

It takes a lot of heart to host a fundraising event of this magnitude and we appreciate Utah's generous community for its support.

BY THE NUMBERS

16 LOCAL RESTAURANTS & CATERERS

46 FINE ARTISTS

100+ VOLUNTEERS

2400+ GUESTS

\$215K RAISED FOR CNS'S CHARITABLE CARE PROGRAM

PRESENTING SPONSORS

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

PREMIER SPONSOR

George S. and Dolores
Doré Eccles Foundation

MAJOR SPONSORS

Larry H. and Gail Miller
Family Foundation
Silac Insurance
Smith's Food & Drug*

COMMUNITY SPONSORS

Tina and Daniel Zvonek
B. W. Bastian Foundation
MountainStar Healthcare
The Church of Jesus Christ
of Latter-Day Saints
Foundation
Zions Bank

TABLE SPONSORS

BIG Benefits & Direct
Care Administrators
Brass Tack
Communications
Cyprus Federal
Credit Union
Flo Miller
Gallagher Insurance
Homecare Homebase
Industrial Supply Company
Jana Christiansen
Judith O'Day
Kirton McConkie
Moog Medical Devices
McKesson Medical
Parr Brown Gee & Loveless
Paxton Pub
Weber State University



This year's Art & Soup Green Sponsor, Smith's Food & Drug, made it possible for us to purchase materials that are recyclable, compostable, or renewable.



(clockwise)

1. Charles W. Dahlquist II, Attorney, Kirton McConkie

2. Erin Berrett, Fine Artist

3. Jodi Lynn Lee, Fine Artist

4. Yoga Chick Painting, Lucia Heffernan, Fine Artist

5. Traci O'Very Covey, Fine Artist

6. Gary and Debbie Porter, Executive Director, The Church of Latter Day Saints Foundation

7. Live Auction with Brent Jones, Tracey Nixon and Nicea DeGering

ARTISTS

- Kara Aina
- Anne Becker
- Chris Benson
- Brandt Bernston
- Erin Berrett
- Mark Crenshaw
- Angela Fife
- Eileen Guernsey Brown
- Glen Hawkins
- Megan Hayes
- Lucia Heffernan
- Jeff Hepworth
- Elizabeth Hovley
- Rebecca Klundt
- Vita Kobylkina
- Randy Laub
- Elena Lawrence
- Jodi Lynn Lee
- Randi Lile
- Jennifer Love
- Thomas Marsh
- Laura Hope Mason
- Cheryl Merkley
- Elizabeth Ann Miller
- Don Miskin
- Lynette Nichols
- Traci O'Very Covey
- Tyler Pack
- Don Prys
- Gunter Radinger
- Stephanie Saint-Thomas
- Colby Sanford
- Lori Scharf
- Jennifer Seeley
- Steve Stauffer
- Tyler Swain
- Claire Tollstrup
- Paul Twitchell
- Kimbal Warren
- Jamie Wayman
- Larry Winborg
- Winborg Sisters Design
- Jane Anne Woodhead
- Scott Yelonek
- Barbara Young

To explore ways you can support Art & Soup 2023, please visit cns-cares.org/art-and-soup or email Laura Thomas at Laura.Thomas@cns-cares.org.

PARTICIPATING RESTAURANTS

CenterPlate Catering
 Crescent Senior Living
 Cuisine Unlimited Catering & Special Events
 CytyByrd
 Fat Fish
 Fiddler's Elbow
 Fillings & Emulsions
 Grand America – Laurel Brasserie & Bar
 Great Harvest Bread Co. Bakery & Cafe
 Grounds for Coffee
 Meadow Peak
 Nothing Bundt Cakes
 Stone Ground Bakery
 Stratford Proper
 Summit Vista
 Utah Food Services

SPECIAL SUPPORTERS

Alphagraphics
 Fineshriber Photography
 JP Display
 Native Flowers
 Mesa Moving & Storage
 Swanovations
 Taylor Audio

ENTERTAINMENT

Jenny Floor
 Eve Garcia
 Luminesce
 Gardner Cello
 Lara Carroll
 Krystine Edwards
 Frank Yanowitz
 Yarrow String Quartet
 Pladdohg
 The Dead Cowboys

ART & SOUP VOLUNTEER PLANNING COMMITTEE

Joel Deaton
 Tom Hacking
 Kathryn Jonker
 Rebecca Klundt
 Robbie McFarland
 Kim Oborn
 Lacey Sears
 Fred Schut
 Simone Soffe-Black
 Sheri Sorensen
 Tina Zvonek



Community Nursing Services

ART & SOUP CHARITY EVENT

March 28–30 2023

SAVE THE DATES

Salt Palace Hall A

- 60 Artists
- 25 Restaurants
- Live Entertainment
- Silent Auction
- Opportunity Drawing

For more information visit:
www.cns-cares.org/art-and-soup



Senior Wish: ORVAL'S BIG DAY OUT

The CNS Senior Wish Program gives hospice patients the opportunity to relive a cherished memory or experience a new adventure. The age of our recipients varies and wishes are granted to patients who are in the “senior” part of their life.



ROY OLSON
CNS Chaplain

Home bound for over two years— a hospice patient finally gets his Senior Wish.

With advanced chronic obstructive pulmonary disease (COPD) and on hospice with CNS since late 2019, Orval Hayes had been bed-ridden for two years, and was unable to leave his home since before the pandemic.

One of our CNS chaplains, Roy Olson, has visited Orval weekly for most of this time. Roy has enjoyed these visits and shares, “Orval is such a neat guy. People like him always bring your day back up—he’s that encouraging. I always save my visit with him for the last one in the day because he is such a joy to be around.”

Orval often spoke about his wish to venture outside, and Roy set to work to figure out how we might accomplish his wish in the spring of 2022 through the CNS Senior Wish Program. Roy asked, “If you could get out of the house, where would you like to go?” Orval immediately grabbed a piece of paper and started making a

- (right)
1. Orval and his wife, Linda
 2. Orval with the South Davis Fire Department



list of the local places that were most meaningful to him throughout his life. On a different visit, Roy asked, “Do you have any ideas of how we might get you out of your home?” This wasn’t an easy feat, as Orval’s bedroom is in the basement and the only way out is through a door on his first floor. Orval had lots of ideas, including removing walls and windows, but it was Roy who thought of partnering with the South Davis Metro Fire department.

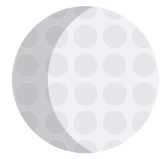
Roy stopped by the fire department and described Orval’s situation to them. They were thrilled to help by carrying Orval out of his home so he could go on a tour of some of his favorite places. CNS also partnered with a medical transport company, Wheelchair Express, to accomplish Orval’s wish. Once he was carried out of his home, the transport company agreed to drive him on his personalized tour for three hours.



ORVAL'S TOUR INCLUDED
EIGHT LOCATIONS THAT
SPANNED 36 MILES:



STOP #3
DICK'S MARKET,
his go-to grocery store
where he became
close friends with the
employees



**STOP #4
LAKESIDE GOLF
COURSE**

where he and his wife, Linda, played golf and he once made a hole-in-one



**STOP #5
HIS SON'S HOME**



**STOP #6
KINGSBURY FARM**
where his granddaughter keeps her two horses



**STOP #7
HIS NEPHEW'S HOME**

**STOP #8
BIG HAZY'S ICE
CREAM SHOP,**
his son's business



“It was a great tour of my life—I got to see all the things I wanted to see one more time before I go.”

Once all of the logistics were settled, Roy had the special opportunity to share the news with Orval. He said he still tears up when he remembers the moment and being able to tell Orval, “We’re going to get you out of your house!” Roy says, “I can’t explain the look on Orval’s face when I shared the news with him. It was pure joy.”

When the day came for Orval’s tour, Roy started worrying about all the things that could go wrong and Orval reassured him by saying, “Listen, if they can just get me out of the house and set me in the driveway, this will be a big success!” Luckily, there was nothing to worry about and the adventure went off without a hitch.

Forty of Orval’s friends and family members were waiting to greet him at the final stop of the tour, his son’s ice cream shop. Orval was ecstatic to see so many people at Big Hazy’s Ice Cream who he hadn’t seen in years. He spent an hour and a half shaking hands and catching up with loved ones and even enjoyed a scoop of his favorite ice cream flavor, black walnut.

“The best part of my big day out was getting to see all the places that mean something to me. When my father retired, he got into fishing, and we spent a lot of good times at the Farmington Pond. As we were driving to my childhood home, I got to see my grandfather’s old farm where I used to pick radishes and cherries as a kid. It was a great tour of my life—I got to see all of the things I wanted to see one more time before I go.”

When reflecting about the experience, Roy says, “It was one of the most amazing things I have ever been a part of.” Roy took lots of pictures during the tour and his wife, Misty, made Orval and his family a special memory book to commemorate his big day out.

When asked about the team at CNS, Orval shared that, “Roy is one of the neatest people on earth. The Senior Wish Program is such a great program filled with special people and the staff at CNS are amazing. I just love my aides, Hannah and Victoria, to pieces. My nurse, Deanna, does just a wonderful job. They are all angels. Dr. Jensen actually cares about me. We often talk about books we’ve read or trips he goes on and most doctors don’t really talk to their patients about this kind of stuff. I’m just amazed by the kindness and amount of knowledge that they have.”

To help us grant more wishes, consider making a gift to the CNS Senior Wish Program at cns-cares.org/donate.

CNS Programs and Services

The Choice for Care.

PHARMACY / SPECIALTY INFUSION PHARMACY

CNS Pharmacy provides home infusion services and medications to hospice and long-term care facility patients. The CNS pharmaceutical team includes pharmacists, a registered dietitian, pharmacy technicians, IV-skilled nurses, and a warehouse fulfillment team to deliver medications and nutrition.

RESPIRATORY SERVICES & DURABLE MEDICAL EQUIPMENT

The CNS respiratory team offers a comprehensive line of home care oxygen and respiratory equipment. 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.

(left)
Jordan Love, Respiratory and Medical Equipment Division

(below)
Janette Mittelstadt and Cory Fowlks, Immunizations Team



CNS served
14,264
patients in 2021

CNS completed
8,534,432
visits from 1928–2021



(above)
Sydnie Farley,
Pharmacy Division

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.

HOSPICE

The CNS hospice program provides a comprehensive team of healthcare workers to assist patients and their families navigate end-of-life transitions in comfort. We emphasize creating moments and experiences that provide peace of mind to our patients and their families.

IMMUNIZATION / FLU CLINICS

CNS pioneered the concept of mobile immunization clinics by partnering with local communities, organizations, 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.

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.

Please consider supporting these programs by making a gift to Community Nursing Services at cns-cares.org/donate.



(above)
Alan Winter,
Pharmacy Division

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.

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. CNS clinicians partner with patients' medical providers to ensure we are providing the highest level of care in every situation.

IN-HOME THERAPY & 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 help our patients return to their daily life roles and achieve their highest level of function within their home environment.

TELEHEALTH

CNS provides video telehealth visits for all of 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.

U OF U PARTNERSHIP UPDATE

It has been more than two years since our partnership with the University of Utah was formalized in April 2020, and we have built some incredible programs together during that time, including:

- COVID-19 Monoclonal Antibody Infusion Clinic
- General Inpatient Hospice (GIP)
- Geriatric Clinic Collaboration
- Huntsman at Home
- Heal at Home
 - » General Surgery
 - » Neurosurgery
 - » Orthopedics
 - » Urology
 - » Vascular Surgery
- Intensive Outpatient Clinic (IOC)

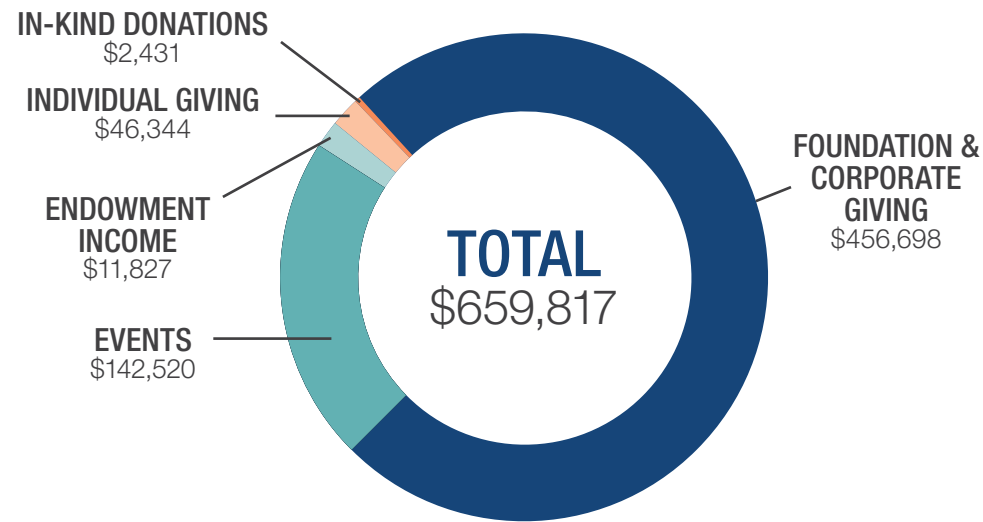
Big thanks to all of our amazing partners within the University of Utah Health System.



Fundraising Program Update

The 2021 year was a whirlwind of activity and we are very proud of the work we were able to accomplish with amazing support from our community—you! We continue to grow our impact in the community through the CNS Charitable Care Program.

2021 CNS CHARITABLE GIVING



(left) Helene Huff, Immunizations Team

(right) Alyssa Bartlett, RN, Case Manager

CNS Development Team Overhead Expenses

Did you know that 100% of donor gifts are used to support the CNS Charitable Care Program? Although many organizations choose to designate a percentage of donor gifts to support operations, CNS has worked hard to avoid this.

Philanthropy Team



LAURA THOMAS
Director of Philanthropy



TRACY RUIZ
Director of Volunteers and Honor Salute & Senior Wish Programs



EMILY HARRIS
Philanthropy Coordinator



CASSIDY HARMON
Philanthropy & Event Manager

CNS welcomed a new Director of Philanthropy, Laura Thomas, in August 2021. Laura first learned about CNS on a very personal level in 2020 when her 89-year-old grandmother, Mary, was recovering from COVID-19 and required home health care, physical therapy, and occupational therapy. Thanks to CNS, Mary is back on her feet and celebrated her 91st birthday in 2022. Laura was grateful for the incredible care that CNS provided her grandmother and was delighted to join the philanthropy team at CNS when the opportunity presented itself.

Laura brings her experience in developing relationships and project management to the star Philanthropy Team at CNS, which includes Director of Volunteers, Tracy Ruiz; Philanthropy Coordinator, Emily Harris; and the new Philanthropy & Event Manager, Cassidy Harmon.

If you are interested in supporting the CNS Charitable Care Program through a gift, please reach out! Our team would love to get to know you and help you serve our community.



PHILANTHROPY TEAM

(801) 639-5418
Laura.Thomas@cns-cares.org
cns-cares.org/donate

2021 Donors

Special thanks to our amazing supporters.

“Alone we can do so little; together we can do so much.”

—Helen Keller

PLATINUM SUPPORTERS

Church of Jesus Christ of Latter-Day Saints Foundation
George S. and Dolores Doré Eccles Foundation
Sorenson Legacy Foundation
American Express Center Community Development
United Way of Salt Lake

GOLD SUPPORTERS

Ally Charitable Foundation
C. Scott and Dorothy E. Watkins Charitable Foundation
Foundation for Hospice, Northern Utah, Inc.
State of Utah
University of Utah Health

SILVER SUPPORTERS

Bronze Buffalo Club Companies
Dominion Energy Charitable Foundation
Marriner S. Eccles Foundation
R. Harold Burton Foundation
Ruby J. Craddock Memorial Fund
Ruth E. and John E. Bamberger Memorial Foundation
Tina and Daniel Zvonek
WCF Insurance

BRONZE SUPPORTERS

3M Foundation
AC Blackner Family Trust
Ashton Family Foundation
B. W. Bastian Foundation
BIG Benefits
Boeing Employees Community Fund
Brent and Elizabeth Jones
Brian and Janice Ruggles
Cambia Health Solutions and Regence BlueCross BlueShield
Cameron and Jill Jensen Family Giving Fund
Castle Foundation
Coralie and Bruce Alder
Cyprus Federal Credit Union
Frances W. Burton Foundation
Greater Horizons
Harmons Grocery
Henry W. and Leslie M. Eskuche Foundation
Herbert I. and Elsa B. Michael Foundation
Homecare Homebase
Huntsman Cancer Institute
Intermountain Healthcare
Jennefer and Tom Kesteloot
Jennifer Speers
Kirton McConkie

Latter-Day Saint Humanitarian Center
Lawrence T. and Janet T. Dee Foundation
Masonic Foundation of Utah
Moog Medical
MountainStar Healthcare
Peter and Rachel Weir
Rocky Mountain Power Foundation
Roger and Dawn Crus Selective Insurance Company of America
SILAC Insurance
Synchrony Bank
The Blackburn Giving Fund
The Oregon Community Foundation
Utah Medical Association
Visiting Nurses Association of America
Weber State University
William and Joanne Moeller Foundation
Zions Bank

SUSTAINER SUPPORTERS

Candace Douglas
Charity Kiahtipes
Cody Johnson
David B. Hanson
Janae Smith
Karen Kuhne
Kimberly Dansie
Richard and Susan Lockwood
Robert Diaz
Russell Hanson
Sarah Sherwood
Susan Anderson
Susan Lowe
Todd Swensen
UMIA Insurance
United Way of Cache Valley

(right)

1. Gordon Crabtree, CNS Cares Award recipient with CNS President Brent Jones

2. Liz Winter, Art & Soup Charity Event attendee



We Strive for Accuracy

If you see an error or notice an omission, please call us at **801-639-5418**.

Charitable Care

CNS Makes a Difference

Community Nursing Services (CNS) is Utah's oldest non-profit Home Health and Hospice agency. 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 underinsured 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 health-care is a human right and we are proud to serve those in need in our community through the CNS Charitable Care Program.

A **patient from Logan with end-stage colon cancer** needed help applying for Medicaid. At 44 years old, his health was declining rapidly, and he didn't have the capacity to fill out the required paperwork. His parents, who are his primary caregivers, were very overwhelmed and unable to wade through the Medicaid application during this difficult time. The CNS Charitable Care Program funded a medical social worker to help him through the process. The program also paid for four nursing visits to care for him during his wait for Medicaid.

A **64-year-old woman working two jobs** to pay her bills still didn't have enough to cover all her groceries let alone the extra oxygen she needed for her ailing health condition. Even though she didn't have health insurance, the CNS Charitable Care Program was able to provide her with an oxygen concentrator for one month to help sustain her while her lungs healed.

A **47-year-old woman from Salt Lake City** with metastatic pancreatic cancer was discharged to hospice from the Huntsman Cancer Institute. She was unfunded and was declining rapidly. The CNS Charitable Care Program made it possible for her to receive compassionate hospice care in her home for the remaining days of her life.

The CNS Charitable Care Program provided a month's supply of insulin to a **72-year-old Layton woman** with diabetes who couldn't afford her medicine. CNS also provided social work assistance to help her access long-term resources to help with her medicine costs.

2021 TOTAL CHARITABLE CARE IMPACT

3,969 INDIVIDUALS

\$487,474 TOTAL COST



PHARMACY
\$36,254
163 individuals



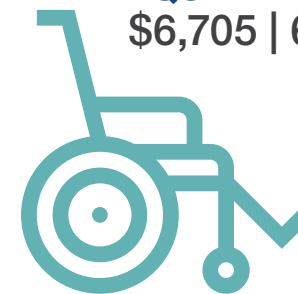
GENERAL LEDGER CHARITY (AP)
\$15,593
20 individuals



HOME CARE & HOSPICE
\$286,108
535 individuals

67 ☆☆☆☆
HONOR SALUTES
\$9,474

101 **SENIOR WISHES**
\$12,555



DURABLE MEDICAL EQUIPMENT & AIR RENTALS
\$6,705 | 63 individuals



IMMUNIZATIONS
\$120,785
5,631 individuals
3,020 immunizations

CNS Charitable Care Stories

A **father of four from Layton** had been hospitalized with complications from COVID-19 since November 2021, and finally returned home six months later with help from the CNS Home Health team. Upon returning home, the bedridden patient struggled with pressure wounds and infections. The CNS Charitable Care Program covered the cost of a home health aide twice a week, occupational therapy visits, and a medical mattress topper to help prevent future pressure injuries.

An **elderly Layton patient** on CNS Home Health service was hospitalized after experiencing several falls during the holiday season. While in the hospital, his family noticed he was sleeping much better than at home, which is unusual for a hospital environment. After determining it was the hospital bed that had an impact on his rest and recovery, they asked CNS to provide one for his home. Upon discharge, the CNS Charitable Care Program provided him a hospital bed, oxygen, and physical therapy visits. His family reports that he is making great progress on his road to recovery.

For two months, CNS provided charitable hospice care for a **47-year-old patient from Provo** who did not have health insurance or qualify for Medicaid. She had terminal thyroid cancer that had spread to her lymph nodes, brain, and vital organs. CNS partnered with the Huntsman Cancer Institute to care for this patient during her final months of life, during which she experienced a stroke and multiple hospitalizations. The CNS Charitable Care Program made it possible for this patient to receive weekly home visits from nurses, occupational therapists, physical therapists, medical social workers, and it also paid for an oxygen concentrator.

Without insurance, a **48-year-old Salt Lake City patient** was admitted to the hospital with end-stage cirrhosis of the liver and colon cancer. His family was hoping to stabilize him at the hospital and then care for him at home with help from the CNS Hospice team, but he began to decline rapidly once at the hospital. The patient and his family didn't have the ability to pay for in-patient hospice care and the CNS Charitable Care Program helped cover the cost.

CNS staff cared for a **62-year-old woman** after she had multiple limbs surgically removed due to septic shock. The patient struggled to cope with the significant loss of mobility and was also experiencing body dysmorphia. Her insurance wouldn't cover medical social work visits and she needed help coping with the loss and learning about available resources. The CNS Charitable Care Program made it possible for her to meet with a social worker who also helped her sign up for long-term help.

A **Salt Lake City patient struggled with homelessness** in 2021 but was finally able to find a home with his brother. The patient was gaining stability and making progress toward managing his chronic illnesses when his brother unexpectedly died in April 2022. The patient has Medicaid insurance which doesn't cover medical social work visits. The CNS Charitable Care Program funded time for a social worker to meet with the patient and help him apply for much needed housing resources.

A **35-year-old woman from Tooele** had a ruptured aneurysm and had out of state Medicaid insurance that she couldn't use since she'd returned to Utah. The CNS Charitable Care Program provided three days of in-patient hospice care to help make her end-of-life journey more comfortable.

An **18-year-old patient from Price** was unable to swallow after being on a ventilator for two weeks fighting COVID-19. Once he was discharged from the hospital, his family realized that their insurance didn't cover tube feeding supplies. The CNS Charitable Care Program provided the infusion formula for two months, plus occupational therapy and speech therapy to help him regain the ability to swallow.

A **single mother with five children** recently immigrated to the United States and needed vaccines before her children could be enrolled in school. She brought her family to the CNS Immunization Clinic located in West Valley City. They didn't have insurance or the ability to pay for the vaccines and the CNS Charitable Immunization Program made it possible for our team to fully vaccinate each child and the mother so she could access employment.

After being discharged from a skilled nursing facility, a **63-year-old patient from Layton** needed help with home health care. She struggled with sepsis, poorly controlled diabetes, and a leg fracture. The CNS Charitable Care Program provided the patient with two skilled nursing visits for wound care and disease management, two physical therapy visits, one occupational therapy visit, and a social work visit to ensure she was returning to a safe environment.



To help others access healthcare and hospice care, consider making a gift to the CNS Charitable Care Program at cns-cares.org/donate.

Senior Wish: HANDS THAT HOLD OUR HEARTS

Providing tangible comfort and connection through the CNS Hand Mold Program.

One of the special services CNS offers our hospice patients and their families is the opportunity to create a hand mold, which provides a meaningful, tangible comfort to their loved ones left behind.

A few years ago, the Director of Volunteer Services was looking for a volunteer to help create hand molds for patients. When one of our volunteers heard, she reached out to her adult daughter, Dori Tolman, to see if she'd be interested in learning how to do it. Despite not having a background in art or hospice, Dori jumped right in and started researching, practicing, and learning how to create hand molds through a lot of trial and error. She utilized materials donated by a local dentist; alginate is the material used by dentists to create detailed molds of their patients' teeth and is exactly what works best for hand molds. Dori experimented with that and more as she worked to fine-tune her process.

While every mold is special, there are a lot of technical factors that can impact how they turn out. When everything goes right, they can be incredibly exquisite with even the very fine details preserved. Dori shares, "Sometimes you can even see the pores or veins of their hands. One time I worked with a family who had two kids, and their daughter was on hospice. We were able to provide a few molds—one with the mom's hand holding her daughter's, another with the dad's hand holding his daughter's, and a third with the mom's hand holding both of her children's hands. You could see the mom's ring in detail and the bracelets the dad was wearing. It was beautiful and looked so lovely."



DORI TOLMAN
CNS Hand Mold
Volunteer



When Dori and Tracy enter a hospice patient's residence to provide this service, there is a lot to balance. Dori says, "It's such a tender time, and there's a lot going on inside me with the heaviness of the patient's and family's grief and the technical steps I need to take to create a successful mold for them to keep." Once the mold is set, Dori inscribes the name of the patient on their mold, but she doesn't always use their given name. She tunes into the names their loved ones use and asks them what they'd like inscribed on the mold so she can provide that personalized touch.

One of Dori's most meaningful experiences volunteering with this program was when a mother shared how impactful Senior Wish was for her. Dori says, "One woman had seven children and her newest baby was on hospice. He was less than seven weeks old and when we got there to do his hand mold, it was heartbreaking to hear his little whimper. He was so tiny, and we were able to do both of his hands and feet. His mom let us know how grateful she was for these molds so she could keep holding his little hands and feet and perfectly remember him. **I'm happy to help CNS provide this meaningful service to hospice patients and their families.**"

Dori has not only felt the gratitude from the patients and families for the opportunity CNS provides with Senior Wish, but she also expresses gratitude for what her volunteer experience has given her in return. She shares, "I live in a tiny, insulated world, and this experience has opened my eyes as I've worked with families of different cultures, who speak different languages, and who have different approaches to grief and death. It's made me reflect about my own views of life and death, and I feel like a better person for it."

Our patients and their families are certainly thankful for our volunteers and donors who help us create a unique tangible memento to help comfort them in their time of grief and loss.



If you'd like to learn more about volunteering for the hand mold program, please contact Tracy Ruiz at **Tracy.Ruiz@cns-cares.org**.

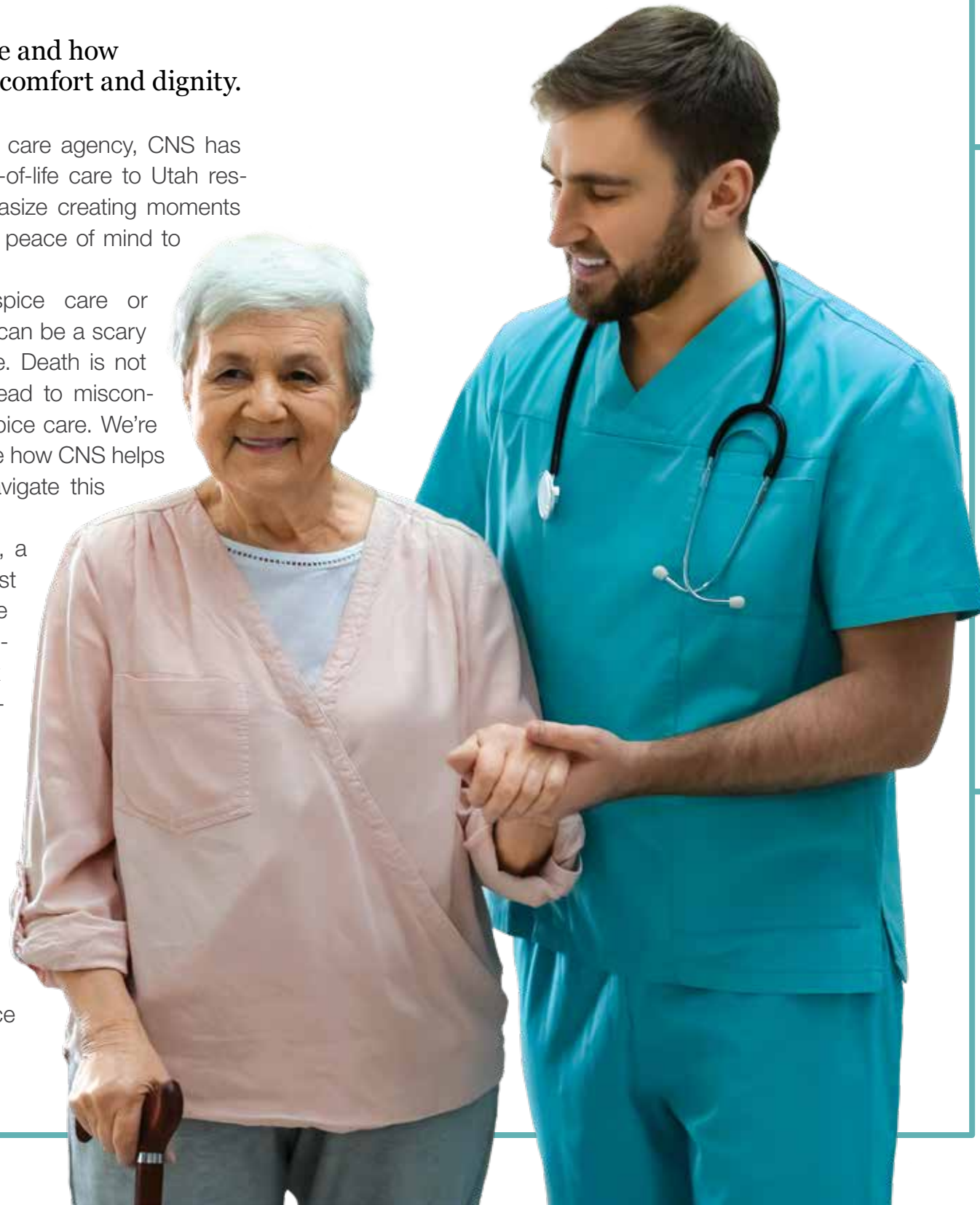
TOP TEN Hospice Myths

The reality of hospice care and how CNS provides end-of-life comfort and dignity.

As Utah's first home hospice care agency, CNS has provided compassionate end-of-life care to Utah residents since 1928. We emphasize creating moments and experiences that provide peace of mind to our patients and their families.

Being admitted into hospice care or watching a loved one enter it can be a scary and overwhelming experience. Death is not easy to face, and that can lead to misconceptions or myths about hospice care. We're here to clear that up and share how CNS helps patients and their families navigate this difficult part of life.

To qualify for hospice care, a patient is evaluated by at least two doctors who determine that the patient has a terminal illness with less than six months to live. When admitted to hospice, our patients do not receive treatments that help sustain life, but rather are provided care to manage their symptoms and comfort. Hospice care is comprehensive and includes an interdisciplinary team who work together to provide the best quality of life in each hospice patient's final days.



MYTH #1: Hospice is a sign of giving up hope.

Helping your loved one enter into hospice doesn't mean you're giving up on them or that you're giving up hope for recovery. It just means that as far as the medical professionals can determine, they don't see a way for medical science to cure the patient's illness or ailment and all treatment options have been exhausted. With hospice care, the focus is on helping the patient and their loved ones have comfort and quality of life.

MYTH #2: Hospice is a form of euthanasia.

Katie Sierer, a Registered Nurse (RN) shares, "Many of the patients I meet have preconceived notions about what hospice is. And they have good reason. We often hear the story about, 'When my uncle or my grandma were sick, hospice came in and medicated them to death.' So there is this conception that we're angels of mercy or that we euthanize our patients, and sometimes we're working against these urban legends about hospice."

Under current Utah law, euthanasia is not an option that patients, their families, or medical professionals can choose or perform. The CNS hospice team focuses on quality of life and comfort. Katie adds, "Patients often wait too long to go on hospice and so they come in on their deathbed. We might provide morphine at a safe (not lethal) dose which helps them relax in their last moments of life. The patient's time of death is the same whether they were administered morphine or not."

MYTH #3: Once a patient goes on hospice, they can't choose to go off.

If a patient qualifies for and decides to be admitted as a hospice patient, they aren't bound to that decision forever. They can change their mind at any time. They might decide they want to get another medical opinion, continue treatment, go to the hospital, or visit their physician again. Liza Johnson shares, "If the patient starts to get better, we're going to be their biggest cheerleaders, discharge them from hospice, and help them transition back into a different level of care."



KATIE SIERER
Registered Nurse

MYTH #4:
Hospice just helps address a patient’s pain levels during the dying process.

Hospice is so much more than symptom and pain management. CNS Medical Social Worker, Dave Leavitt, shares, “We also work to help people tap into the resources or strengths they have that can help them harness their resiliency. We look at what community resources might be available to help the patient or their family for everything from emotional support to insurance assistance.”

CNS Salt Lake and Tooele Area Manager, Liza Johnson, adds, “We look at the whole person—their medications and symptom management, spiritual and emotional needs, and even their living conditions. At CNS we also offer incredibly unique services for hospice patients such as the Senior Wish program, where CNS will help patients of all ages carry out a last wish. For example, a Senior Wish that CNS offers includes creating a hand mold of the patient for a lasting memento that they can leave behind for their loved ones. We also have the Honor Salute Program in which a team of CNS volunteers and staff perform a special ceremony honoring our veterans who are on hospice.”

MYTH #5:
Hospice is just for older people.

Hospice care is for anyone of any age with a terminal diagnosis. Because of CNS’s partnership with the Huntsman Cancer Institute, we have a high percentage of cancer patients, including people of all ages.

What Does Hospice Care Include?

- Home visits from physicians, nurses, home health care aides and volunteer companions
- In-home counseling and assessment visits as needed from licensed social workers
- Home visits from spiritual counselors
- All medications related to the terminal diagnosis and pain management
- Home care medical equipment such as hospital bed, wheelchair, and shower safety equipment
- 12 months of bereavement support for family members

MYTH #6:
Only those with health insurance or Medicare can receive hospice services.

Many of our hospice patients are uninsured or underinsured. Additionally, many of our patients are younger in age and do not qualify for Medicare. The CNS Charitable Care Program plays a vital role in our ability to provide hospice care. CNS strongly believes that everyone should be able to experience end-of-life dignity and comfort, even if they don’t have the means to pay for hospice care.

Our ability to help underinsured patients access hospice care depends on the generosity of our community members. To help others access this care, consider making a gift to the CNS Charitable Care Program through our website at cns-cares.org/donate.

MYTH #7:
Hospice patients can only receive care in their own homes.

CNS generally serves our hospice patients wherever they call home, whether that be in a skilled nursing facility, their home, or the home of a loved one. In some cases when they need a higher level of hospice care, we partner with hospitals to provide General Inpatient Hospice (GIP). *(Find more information about GIP on page 42.)*



(left) Brandon Aegerter, MSW, Gail Ciacci, CNS patient, and Pinki, CNS therapy dog

MYTH #8:
Once a patient goes on hospice, they'll die faster.

Most patients who go on hospice could have been admitted much earlier and benefited from hospice services for a longer period of time. In fact, many of those who do go on hospice as they enter the terminal illness phase, tend to live longer than those who don't. CNS Area Manager, Liza, explains, "They live longer because they're more comfortable."

Our patients are being given the very best care with their needs catered to. Katie shares from her experience as an RN, "So many people wait too long to go on hospice, and so they're not able to take advantage of the better quality of life that's provided when they're on hospice. On hospice, they have so many resources at their disposal, such as social workers, music therapy, or massage therapy."

This phenomenon isn't just anecdotal; the topic has been researched and results have shown that hospice can prolong the lives of those with certain conditions. According to a 2007 study from the National Hospice and Palliative Care Organization (NHPCO), patients who are on hospice tend to live an average of 29 days longer than patients with a similar prognosis who are not on hospice.

MYTH #9:
Hospice only serves the patient.

Our hospice services not only include the patient but also their loved ones. The CNS hospice teams involve the families and provide education, support, and resources during the dying process.

Katie shares, "Our patients and their families are usually so grateful; it's like relief just washes over them. They are often coming into hospice already exhausted from making decisions about treatment and all of the things that come with navigating a severe illness. When they finally go on hospice, they realize they can receive their care at home. They can have a nurse come in to help care for them and manage their medications. They can get all their education in one place. They're not having to deal with six different doctors. When the patients and families really understand what hospice is, they're so relieved and just so happy to have support."



MYTH #10:
Hospice care is driven by the medical providers.

Katie sums it up well when she says, "Hospice really focuses on quality of life and I feel like it's the main type of medical care that's really patient driven. Our team goes in and asks the patient and their family what they want this period of their life to look like, and we collaborate with them to set goals. Then we do everything we can to help them achieve those goals and help them have this period be as comfortable as possible."

She continues, "Hospice is for the patient and the family, as the patient defines it. It looks different for every patient. When I'm starting the admission process, the patient or their family will often ask me what CNS will provide for them. I let them know that I'm their advocate and will collaborate with them to make their end-of-life experience easier. We really work to meet the patient where they are. It's one of the most beautiful things about hospice and it's true nursing—true medicine—in the purest sense."

Signs It May Be Time to Consider Hospice Care

Many people miss opportunities for comfort by waiting too long to consider hospice care. Signs that might indicate a person may benefit from hospice services include:

- Frequent visits to the Emergency Room
- Shortness of breath
- Unplanned weight loss
- Frequent falls
- Sleeping or resting more than usual
- Diagnosis of life-limiting illness such as cancer or Alzheimer's Disease

**WE HOPE THAT
DISPELLING SOME OF
THE COMMON
MISCONCEPTIONS
ABOUT HOSPICE CARE
WILL HELP YOU AND
THOSE YOU LOVE.**

If you would like to learn more about hospice care and the services CNS provides:

VISIT cns-cares.org
CALL 801-233-6332

Protecting Our Community with Immunizations

2021 Award-Winning Immunization Program



BRONZE BAND-AID CERTIFICATE OF APPRECIATION
Center for Disease Control and Prevention (CDC)



SILVER SYRINGE AWARD
Utah Department of Health

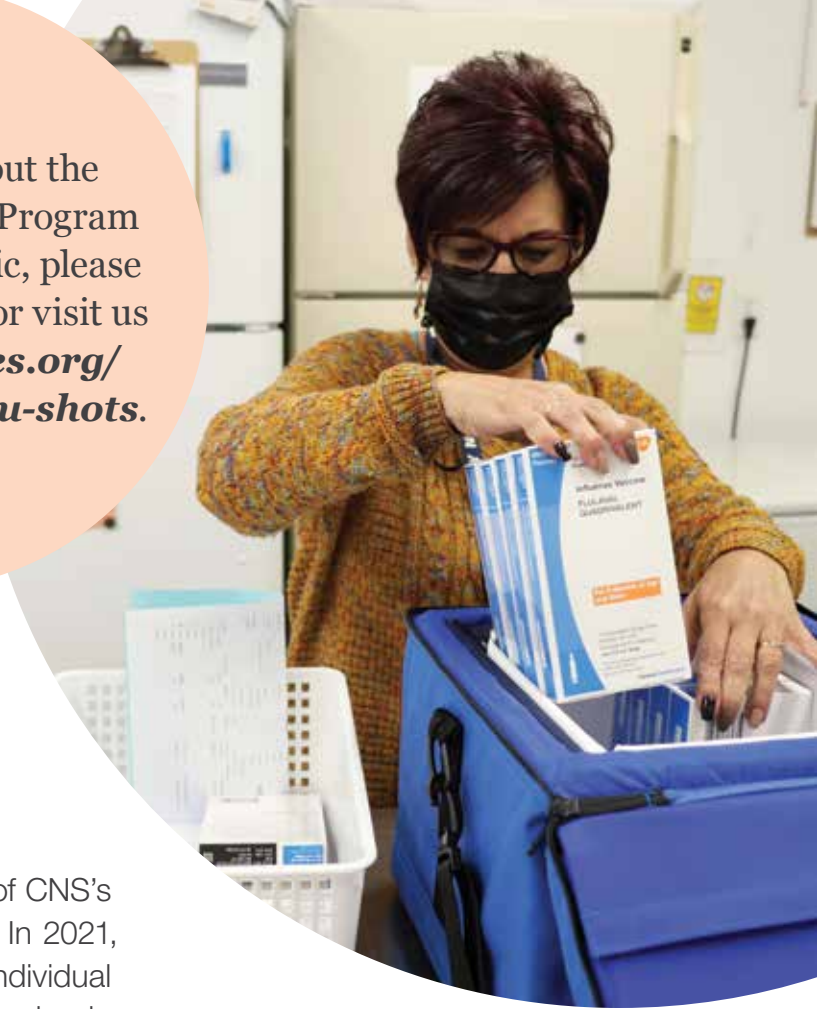
Did you know that only 200 years ago, the average US lifespan was about 35 years? Vaccines played a large role in more than doubling our life expectancy and helping us lead healthy and long lives today. The CNS Immunization Program has been integral in keeping our community safe and thriving since the program's inception in 1992. We are proud to offer this important facet of healthcare and longevity for Utahns and to be Utah's largest provider of on-site flu and vaccination clinics.

As the program has grown, CNS has adjusted to fit the needs of our community. The program initially focused on delivering the influenza vaccine, but now includes all currently recommended adult and childhood immunizations, providing convenient vaccine access, regardless of a patient's ability to pay. In fact, in 2021 CNS provided \$120,785 worth of vaccines to more than 4,000 individuals in need through its Charitable Care Program.

DELIVERING AWARD-WINNING SERVICE

The CNS Immunization Program's year-round efforts improve the overall health of individuals in Utah through immunization clinics at worksites, schools, and other events. The Center for Disease Control and Prevention recently recognized CNS for its excellence for our 2021 vaccination efforts in long-term care facility communities, schools, and for homebound residents. CNS also received Utah's 2021 Silver Syringe award by the Utah Department of Health for the third consecutive year. This award recognizes individuals and clinics that have taken extra efforts to increase immunization awareness, improve immunization rates, and provide services or activities to help promote immunizations in Utah.

To learn more about the CNS Immunization Program or to schedule a clinic, please call **801-207-8777** or visit us online at cns-cares.org/immunizations-flu-shots.



MEETING PEOPLE WHERE THEY ARE

Getting out into the community is the foundation of CNS's success in making immunizations accessible for all. In 2021, the CNS Immunization Program provided 3,136 individual on-site clinics for vaccine distribution. These included schools, businesses, refugee centers, places of worship, parking lots, senior centers, long-term care facilities, personal homes, community centers, neighborhood centers, college campuses, program walk-in offices, and more. Once you start asking around, you'll find that CNS has provided vaccines to many of your friends, family members, and neighbors.

See what some of our community partners shared about the convenience and necessity of our on-site clinics:

(above)
Heidi Jessup,
Immunizations Team

"The partnership that we have with CNS through the United Way has been so important for our school community. Families are busy and have a lot on their plates. Making healthcare, including immunizations, more accessible is one way that we can support families and keep kids healthy and in school."

—Heidi Sanger, Community Facilitator, Midvale Elementary School

"CNS is a wonderful organization that works tirelessly to meet families where they are—literally and figuratively. Immunization and flu clinics at our school are easy for our families to attend and break transportation barriers that exist for many of our families. Attending school-based clinics saves our families' time since they don't need to take off work to get their vaccines."

—Shelley McCall, Community Facilitator, East Midvale Elementary School



(above)
Becky Oliver, RN,
Immunizations Team

PROVIDING AFFORDABLE CARE

Another vital factor for the success of the CNS Immunization Program is providing services to all who need them, regardless of their ability to pay. This not only helps keep our community physically healthy, but it also helps keep it socially and financially healthy by assisting families on their way to access school and jobs.

For example, last year a single mother and her five children visited the CNS Immunization Clinic located in West Valley City. She had recently immigrated to the United States and needed vaccines before her children could be enrolled in school. They didn't have insurance or the ability to pay for the vaccines and the CNS Charitable Immunization Program made it possible for our team to fully vaccinate each child and the mother so she could access employment.

“CNS provides much needed access to vaccination clinics for our students and families. Whether it is because families do not have insurance or access to health centers, many of them rely on the services that CNS brings to our school.”

*—Jessica Olmos, Community Facilitator,
Midvale Middle School*

“CNS has worked with us this year to help provide overdue vaccinations to our students along with COVID-19 vaccinations. Without this service, many of our students would have eventually been dropped for not complying with immunization guidelines. Having CNS come to the school to provide this no-cost service helped our families to overcome transportation and time obstacles. The ability to schedule COVID-19 vaccinations helped us keep our numbers down and keep students in school learning.”

*—Sharla Bynum, Assistant Principal,
Granite Park Junior High School*



CORY FOWLKS
Immunization Program
Director



ELIZABETH DIAMOND
Immunization Operations



NATALIE DIAMOND
Immunization Clinic
Manager



YVETTE TANI
Immunization Scheduling

RECEIVING CARE FROM DEDICATED PROVIDERS

Lastly, the success of the CNS Immunization Program is due to our approximately 450 dedicated staff members who serve throughout Utah. It's led by program director, Cory Fowlks, who works closely with three area managers: Elizabeth Diamond, who oversees operations; Natalie Diamond, who manages the clinics; and Yvette Tani, who oversees scheduling. CNS also has area leads and vital organizational staff who keep things running smoothly.

Additionally, CNS is fortunate to have over 40 core nurse and clerical staff who commit their availability and skill set to help cover annually revolving clinic work. This is in addition to the more than 400 seasonal nurse and clerical staff that help CNS provide unmatched services during the fall and winter seasons.

The CNS Immunization Program commits to its positive impact on the community by providing accessible and affordable immunizations from our stellar team. To help others access vaccines, please consider making a gift to the CNS Charitable Immunization program at cns-cares.org/donate.

(below)
West Valley City
Immunization
Clinic Team



Honor Salute:

SOON TO BE GONE, BUT NEVER FORGOTTEN



**TECHNICAL SERGEANT
GARRY BELL**
Honor Salute Coordinator

Honoring our veteran hospice patients' sacrifice and service one last time.

The CNS Honor Salute program recognizes veterans who are on hospice by providing a simple but powerful tribute of appreciation for the veteran's service to our country. Active-duty or retired military personnel in dress uniform join CNS 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 followed by a salute to the patient, which is returned by the patient when able.

Honor Salute Coordinator, Technical Sergeant Garry Bell, shares that, "Our goal is to give our veterans a sense of peace and share our country's gratitude for their service. Before the Honor Salute program came to be, only the families of our veterans got the accolades and appreciation for their loved one's service at the honors ceremony that the military provides graveside. But that doesn't do a whole lot for the veteran. So, I thought that 'Honor Salute' would be a great way to let our veterans know they haven't been forgotten and to feel the accolades too."

(left above) Garry Bell pinning a cold war victory medal on CNS hospice patient John Sorensen. Lt. Col. Karl Miller in the background.

(left below) Garry Bell with CNS hospice patient Kenneth Atkinson. Captain Trickle, Lt. Col. Scott Nordstrom, and Sheri Harrell in the background.

CNS implemented the program in 2016 in cooperation with and approval from the Department of Defense and have carried out nearly 500 Honor Salute ceremonies since its inception, averaging about two ceremonies per week. The Honor Salute experience varies depending on the circumstances and needs of each veteran. Sometimes the veteran is alone, with only the military volunteers and CNS associates who are there conducting the ceremony. Other times, the room is packed with family and friends who are there to celebrate with them. Whether there's one person or 80, each Honor Salute provides a meaningful experience for everyone who is involved.

HEALING THROUGH CAMARADERIE

Providing our hospice patients a last chance to connect with their fellow military comrades also brings a unique opportunity for them to open up and share memories with their families or even come to terms with the trauma they experienced while in service. When our volunteers enter patients' homes in their military uniforms, the veterans instantly feel their shared bond. Garry says, "Those of us who served in the military have a special camaraderie and when veterans see us in our uniforms,

"Our goal is to give our veterans a sense of peace and share our country's gratitude for their service."

they are able to open up because they know we understand each other. We have been through and seen things that no human should ever have to see."

There was one patient who felt like he didn't deserve a salute and was resistant to the ceremony. When the group arrived at his residence where he and his wife were waiting,

(right above) Lt. Col. Scott Nordstrom, Lt. Col. Karl Miller, and Garry Bell

(right below) CNS hospice patient Robyn McAninch receiving an Honor Salute



As the CNS volunteer team conducts the Honor Salute ceremony, they include a United States flag which they meticulously fold and then present to the veteran. Each of the 13 precise folds holds a special significance and the team recites the symbolized meaning as they make each fold. Through these folds, the veteran reminisces on life, country, liberty, and God.



the veteran didn't even say hello. The volunteers and CNS associates tried to talk with him before starting but he wouldn't answer any questions. So, they went forward with the ceremony while he stiffly sat next to his wife, staring straight ahead. After concluding, the Honor Salute team gathered their supplies to leave, thanked the man and his wife, and began walking.

Unexpectedly, the veteran asked the team if they could come back for a minute. Garry remembers, "We all stood in front of him and he shared that ever since he'd served in the war, he had a black spot on his heart. He told us that we had just taken that black spot away. We were able to give him that relief and peace before he died, and I think that's great. To me, that experience sums up what this program is all about."

Another veteran was surrounded by his wife, kids, and grandkids during his Honor Salute ceremony. He was excited for the opportunity and even proudly wore the jacket he'd worn during World War II. The team finished the salute, and were talking with the veteran who asked his grandson to grab a photo album from his room. The veteran sat in his chair as his family sat on the floor surrounding him while he shared photos, cards, letters, and stories of his time in the military and World War II.

Garry says, "As I was listening to this man's stories, I heard someone sniffing behind me. I turned around to see his son crying and also videotaping his dad. Later that day, this son told me that they'd tried to get their dad to talk about his experiences in the war and this was the first time that any of them were able to hear them."

The Honor Salute team and volunteers are passionate about providing this service to their fellow veterans. Garry sums it up when he says, "For us to be able to have that kind of meaningful impact makes the whole program worthwhile."



Garry Bell served in the United States Air Force for 20 years and retired as a Technical Sergeant (E6). He was an Avionic Sensor System Specialist who spent most of his career overseas including in England, Germany, Korea, and Iraq. He retired from the Air Force in 1995 and with bachelor's degrees in both electronic engineering and mathematics, he went on to work with an aerospace program and later Kennecott Copper Mine. Now retired from the mine, he's happy to have come full circle in working to serve his fellow veterans through the Honor Salute program.

Proud Veteran & Loyal American

A 99-year-old World War II veteran's Honor Salute.

On Armed Forces Day this year, CNS held an Honor Salute ceremony for 99-year-old World War II veteran, Petty Officer Jack Clark, along with over 100 of his family members and friends.

Jack was only 18 when he heard about the attack on the US base at Pearl Harbor over his car radio. It was then that he knew he wanted to protect his country and join the Navy along with his friend Tommy and his 17-year-old brother Max. He vividly remembers the heavy scene he saw out of the train window as he left for boot camp in 1942: his mother standing on the porch in her nightgown crying as she sent her two sons to war.

Even though it was hard to leave home, he looked forward to serving his country. After basic training, he was assigned to the U.S.S. Washington battleship which was the first of many that he served on. He quickly became accustomed to seasickness, fierce waves, water washing over the entire ship, ropes ripping in through the wind, and uncomfortable temperatures.

Early in his time in the Navy, he was assigned to work on Admiral Willis Augustus Lee's personal staff. Jack's daughter Annette Adams shares, "Dad served on many different ships because the admiral loved what he did and loved him, so whenever the admiral went on another ship, he would take my dad with him." He served on many ships and in many capacities throughout the Pacific War and was at Iwo Jima, one of the bloodiest and most important battles in US Marine Corps history, when the American flag was raised at the top of Mount Suribachi.

Jack was honorably released from the service two-and-a-half months after the end of World War II. He later became a baker, which led to a 20-year career with Safeway, eventually working for their corporate office overseeing all of their bakeries. Along with his honorable service and successful career, Jack was a devoted husband, father, grandfather, and great-grandfather.



To help us perform more Honor Salutes, consider making a gift to the CNS Honor Salute Program at cns-cares.org/donate.

Providing a Higher Level of Hospice Care



LIZA JOHNSON

Salt Lake & Tooele Area Manager,
Community Nursing Services



DAVE LEAVITT

Medical Social Worker,
Community Nursing Services

CNS partners with local hospitals for General Inpatient Hospice (GIP).

As we can all imagine, facing the end of life and going through the dying process is a physically and emotionally difficult experience. Hospice care helps patients and families navigate this complex time. While our home-based hospice services can help anyone who is facing death, there are times when an even higher level of care is required. At CNS, we provide General Inpatient Hospice (GIP) where patients can receive intensive oversight in partnering hospitals from CNS medical practitioners to gain control over their symptoms.

SERVING THOSE WHO NEED EXTRA CARE

What are some of the reasons that a hospice patient would need GIP hospice care? CNS Salt Lake and Tooele Area Manager, Liza Johnson, shares, “When a patient has uncontrolled symptoms or escalating pain, it’s very distressing for the individual and their family. Sometimes patients have active gastrointestinal bleeds, unstable respiration, or other symptoms that require constant IV medication to alleviate the pain.”

Our partnership with the Huntsman Cancer Institute also means we have a high number of cancer patients who often deal with intense symptoms and high levels of pain. CNS’s GIP program provides an option for these patients when general hospice isn’t enough.

CNS Medical Social Worker, Dave Leavitt, adds, “Patients who need GIP are often in a state of crisis. Some of the patients we serve are air flighted to Utah from another state to get care or surgery to try to save their lives. Many do not come here expecting to die, but they find themselves on hospice and are too sick to travel back home. GIP gives them the hospice care they need.”

(right)
GIP Hospice
Team, CNS Salt
Lake Branch



CONSIDERING THE NEEDS OF FAMILIES

When deciding if a patient needs GIP hospice care, one of the things CNS considers is the family dynamic and ability to care for their loved one. Liza Johnson says, “Some patients have one family member who is capable of handling all care while other patients have a larger family and with their family’s level of stress and grief, they aren’t able to manage the care. At CNS we are cognizant not to judge each family’s situation.”

For example, in the Spring of 2022, CNS had a hospice patient who had brain cancer and experienced uncontrolled seizures. He had teenagers at home who weren’t used to seeing their previously-healthy dad in this desperate condition; they were exhausted and traumatized. CNS Social Worker, Dave, explains, “The patient’s unpredictable seizures were causing deep distress among the children. It took a lot of medicine and hands-on care to keep the seizures under control. The kids were especially having a really hard time. The family’s perception of the seizures was as important as the patient’s comfort, and GIP provided an option to help ease the family’s distress.”

While all hospice patients are dealing with a terminal illness or condition, those admitted to GIP hospice are usually very close to the end of their lives. GIP hospice offers a shorter admission process so that time isn’t taken away from families as their loved one is passing away. Since there doesn’t need to be a safety assessment of the home, or medication disbursement training, patients and families can focus on the emotional and symptom management while the hospital and our hospice providers take care of the rest.

“I have seen the relief on many faces when they learn that GIP hospice is an option for their loved one.”

—Liza Johnson



KENCEE K. GRAVES, MD, FACP
Chief Medical Inpatient Officer
and Associate Professor, Hospital
Medicine and Palliative Medicine,
University of Utah

COLLABORATING WITH OUR PARTNERS FOR SUCCESSFUL CARE

Providing GIP hospice care to patients in hospitals requires a great deal of partnership and collaboration. CNS clinicians are guests in the hospital and we work hard to understand hospital regulations and protocols to ensure we are providing the highest level of care to our patients.

University of Utah Chief Medical Inpatient Officer, Kencee Graves, shares, “The University of Utah’s partnership with CNS for inpatient hospice has been a critical service for our patients. Over the past three years, we have served hundreds of patients and families. The patients admitted to the Inpatient Hospice Program require intense, skilled care to provide them comfort and dignity in their final hours. Many of our patients are from complex social situations, and their families have complicated grief. The work between the U of U and CNS multidisciplinary teams has allowed us to support families in the hospital and for months after. Working consistently with CNS gives us a partner that we know and trust to take excellent care of patients.”

ONE TOUCHING STORY SHOWS HOW THE PARTNERSHIPS WE’VE DEVELOPED CAN PAY OFF

A patient with a terminal ailment had been hospitalized for eight months, and her last wish was to be home for her daughter’s birthday. She and her family knew leaving the intensive care unit (ICU) at the University of Utah Hospital would mean she would pass away in hours to days. The patient had complex issues that had to be addressed to make sure she could be transported to home safely. The University of Utah Palliative Team had serious concerns about discharging the patient to her home

because they worried about her comfort and her family’s ability to care for her. The patient’s nurse practitioner said, “If you want to go home, you have to go with CNS. They will make sure it’s done safely.”

CNS worked closely with the patient’s team at the hospital as well as the patient and her family to find solutions for her safe transport home. As the patient left the ICU, the staff lined the entire hall and applauded her and her family—there wasn’t a dry eye in the unit. The patient was able to celebrate her daughter’s birthday with her family and she peacefully passed away the next day. CNS provided a successful transition home to honor this patient’s last wish. This was possible due to the relationships CNS built with partner hospitals who value the level of high quality and compassionate care our teams provide.

OFFERING CHARITABLE CARE FOR THOSE IN NEED

Many of CNS’s GIP hospice patients are uninsured or underinsured and would not be able to access care without the CNS Charitable Care Program. CNS serves many cancer patients or other younger patients who aren’t old enough to have Medicare coverage and don’t have private insurance.

CNS Director of Philanthropy, Laura Thomas, explains, “Most insurances have added a GIP benefit, but many only provide a traditional hospice benefit which means they don’t cover inpatient hospice costs. GIP hospice is another tool in the toolbox to care for patients for patients who don’t have a strong support system. It also can help unsheltered patients who might otherwise die without care, in a shelter or on the street.”

While most hospice patients would prefer to die at home, some people aren’t safely able to do so, and CNS helps provide the next best option. General inpatient hospice is that extra layer of support to ensure our patients’ and their families’ needs are met.

Please consider supporting hospice patients access this important level of hospice care by making a gift to the CNS Charitable Care program at cns-cares.org/donate.

“Many of CNS’s GIP hospice patients are uninsured or underinsured and would not be able to access care without the CNS Charitable Care Program.”

Meaningful Moments

Recently, our GIP hospice team cared for a young father and husband suffering from a rare neurodegenerative disease. His symptoms came on suddenly and his wife and children were devastated when they learned it was terminal. When our team visited, we saw his children's crayon drawings taped on the walls surrounding him, and his wife at his bedside.

GIP hospice is a particularly brief level of care, with most patients dying within hours to days of admission. This can make it challenging to offer our patients and their families some of the hospice services we provide, such as our Senior Wish Program. Despite the time sensitive nature of this care, our dedicated staff and volunteers do all they can to accommodate our patients.

CNS Director of Volunteers, Tracy Ruiz, and CNS volunteer, Dori Tolman, dropped everything when they heard about this patient. As part of our Senior Wish program, we offer the opportunity for our patients to have a hand mold made, so their families can keep a precious physical memento from their loved one. *(Learn more about this unique service on page 26.)* They were able to create a mold of

the patient's wife's hand holding her husband's.

CNS Medical Social Worker, Stephanie Jones, was at the patient's home during this process. She shares, "Our patient's wife was so grateful to have Tracy and Dori come and help her make a hand mold. They tenderly went about the work and visited with our patient's wife, asking about their relationship, children, and history together as a couple and family. I believe it was healing for this wife to share these memories with two of our staff who listened with genuine care and love."

The patient passed away, and a few weeks later, Stephanie went to deliver the hand mold to his wife who said that it came at just the right time. She was struggling as a newly single parent and had experienced a difficult encounter with her son that day. The hand mold was a simple reminder that she was not alone. The patient's wife texted Stephanie shortly after their visit, "The hand molds are more beautiful than I could have imagined. Thank you! I miss his hands so much and to see them feels like a miracle."

We are so appreciative of our caring team and volunteers who create these meaningful experiences for our patients and their families in some of the hardest times of life.



200
volunteers gave
1,900
hours of service in 2021

Volunteers are vital to CNS's mission

Our robust team of volunteers serve patients and caregivers by providing companionship, respite, assistance with errands, and coordination with the Honor Salute Program and select Senior Wishes. We also have a team of volunteers who help plan and execute CNS fundraising events such as the Art & Soup Charity Event.

To learn more about how you can make a difference in the community through volunteer service at CNS, please contact Tracy Ruiz at Tracy.Ruiz@cns-cares.org.

CNS Cares Service Awards

Honoring two exceptional CNS team members.



CNS is proud of its caring team of professionals who serve our patients with heart through the good days and the bad. During the 2022 Art & Soup Charity Event, CNS recognized two exemplary employees with the CNS Cares Service Award. These employees embody CNS's mission statement in "creating exceptional moments and experiences that heal individuals and families by providing compassionate care." They consistently go above and beyond in their work, lead with their heart, inspire others, and exude positivity.

LOIS SILK'S welcoming face is the first thing patients see as they enter the CNS West Valley Walk-In Clinic for their immunizations. She works to help CNS patients get the immunizations they need, whether it's for a child to enter school, someone who needs proof of immunizations to be to apply for a Permanent Resident Card, elder patients who rely on their annual flu shot, or those who choose

to receive the COVID-19 vaccine.

Lois is attuned to the needs of the patients and their families and does all she can to ensure they have a positive experience. For example, she realizes how stressful it can be for a small child to receive shots, so she makes them as comfortable as possible. She has a TV in the waiting area with cartoons playing and provides treats and prizes after they have seen the nurse. She also makes each family feel important and takes the time to provide the best service.

A fellow employee said, "Since Lois came to the Immunization Program Office after being a seasonal flu clerk, she educated herself on all 24 vaccines we offer, and the recommended schedule. Many of our clients are not on schedule for their immunizations, and the catch-up schedule can be quite complicated, but Lois has become the resident expert. She has also learned to translate records from other countries so those clients can be assured they are up to date for work or school. It is not easy! I think Lois knows how to read the word 'measles' in at least five languages."

A fellow employee shares how Lois' presence affects the clinic's environment, "Whether it's her bouts of infectious hysterical laughter, her occasional spontaneous dancing, or just her kind nature, Lois helps to improve the overall attitude within the office by just being herself!"



As a Hospice Nurse, **JOELLE CHASE** works directly with patients, many who are uninsured and living in poverty. No matter the patient's background, Joelle ensures that they have the comfort and dignity that every person deserves at the end of their lives. She also holds the needs of the patients' families at the forefront ensuring that they have the education, resources, and support they need through the hospice process.

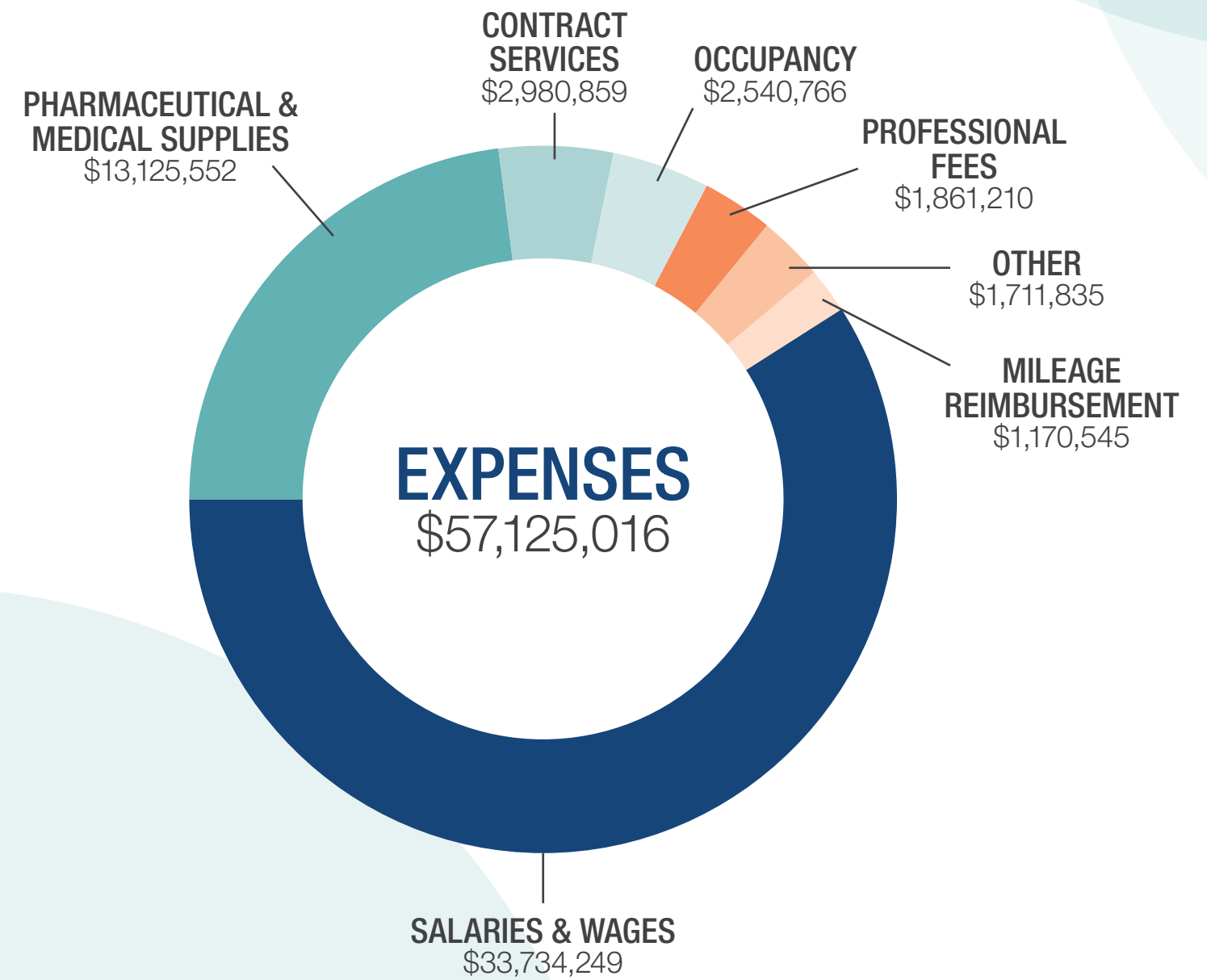
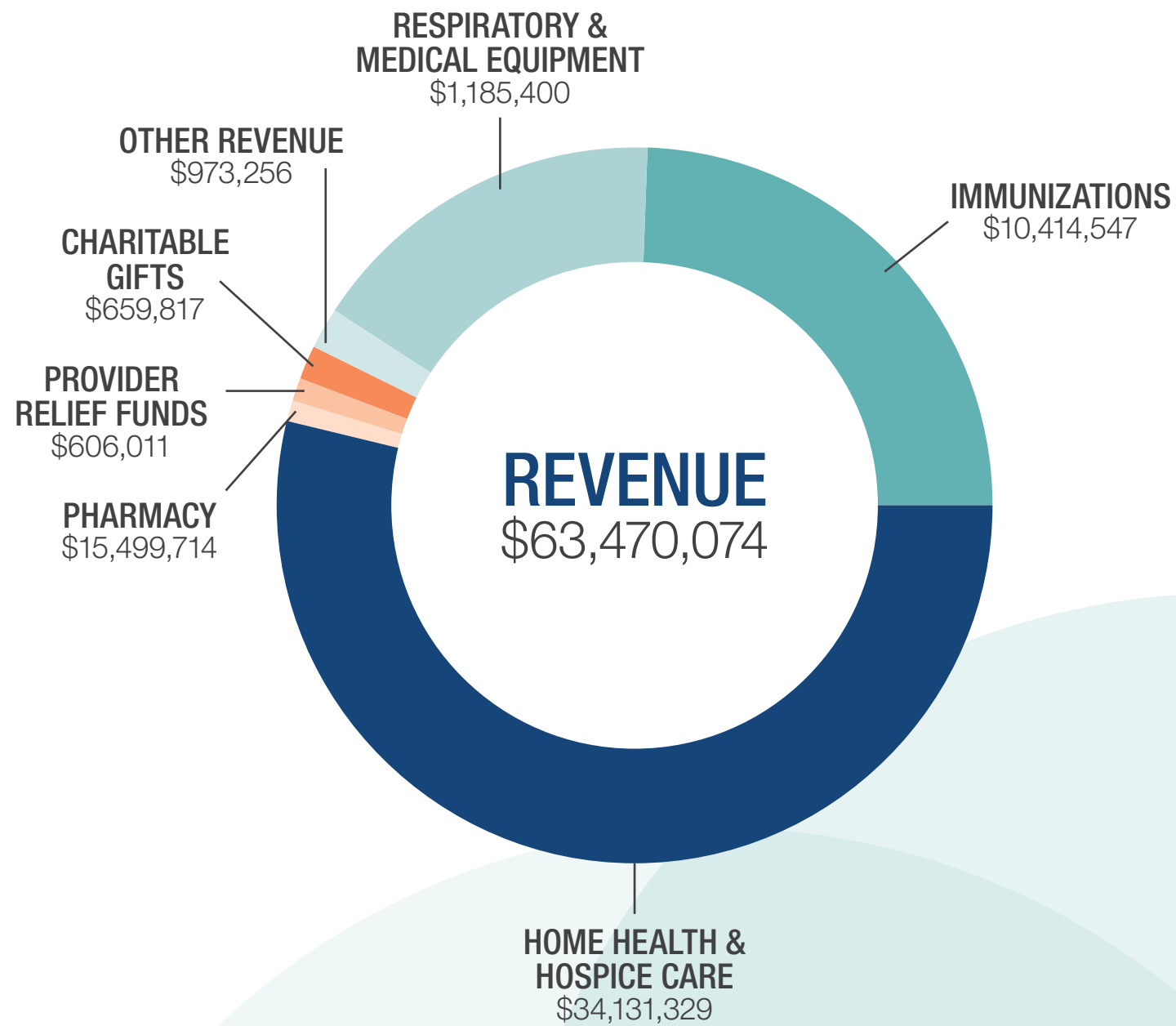
A fellow employee who nominated Joelle for this award shares, "Joelle and I worked with a hospice patient who lived in a cluttered apartment and whose wife, as the primary caregiver, was struggling with what appeared to be an active psychosis episode for several weeks. It was a very uncertain, chaotic, and sometimes even scary care environment. It would have been easy for Joelle to do the bare minimum at each visit and get out as soon as she could, but she took the extra time to show compassion to the wife, to listen to her, and take steps to assure her safety. She also advocated for the patient with family members, to push them to develop a long-term plan for him. It was not comfortable or convenient for Joelle, but she continued to go above and beyond."

This is not the only time Joelle has advocated for her patients. She consistently works to get the best and most comprehensive services possible for them. Joelle is attuned to what is important to each patient; she connects with their pets, asks about pictures, engages them in life-review, and helps teach their family the best mechanics for caregiving. This care and focus have helped her be assertive in speaking up for patients' wishes or needs in clinical team meetings.

A colleague shared, "Even when I know Joelle's very tired or frustrated with her day, as soon as she goes into a patient's home, she leaves all that behind and focuses with a smile and compassion for the patient in front of her. This has a direct positive impact on the patients and serves as a good reminder for the rest of us to always be present with each patient."

"Joelle ensures that [patients] have the comfort and dignity that every person deserves at the end of their lives."

2021 Financial Report



Referral Partners

Thanks to our major referral partners for allowing us the privilege of caring for their patients.

- Alta View Hospital
- American Fork Hospital
- AMG Senior Medical Group
- Aspen Ridge East Transitional Rehab
- Avalon Care Center – Bountiful
- Blake Gillette, M.D.
- Brigham City Community Hospital
- Cache Valley Specialty Hospital
- Cascades at Riverwalk
- Castleview Hospital
- CONNECT Transitional Care Management
- Davis Hospital and Medical Center
- Douglas Langford, M.D.
- Edward Prince, M.D.
- Encompass Health Rehabilitation Hospital of Utah
- Exoduc Healthcare Network
- Fairfield Village of Layton
- Family Medicine at Moab Regional Hospital
- George E. Wahlen Department of Veterans Affairs Medical Center
- Gordon Stock, M.D.
- Granger Medical West Valley
- Heiden Orthopedics
- Holladay Healthcare Center
- House Call Doctors
- Huntsman Cancer Institute
- Intermountain Home Health and Hospice
- Intermountain Layton Hospital
- Intermountain Medical Center
- Intermountain Riverton Hospital
- Jeffery Sorensen, M.D.
- John Edwards, M.D.
- Jordan Valley Medical Center
- Kristoffer West, M.D.
- Lakeview Hospital
- Lawrence Nobuhara, M.D.
- LDS Hospital
- Legacy Village of Taylorsville
- Life Care Center of Salt Lake City
- Logan Regional Hospital
- Lone Peak Hospital
- Lone Peak Internal Medicine
- McKay-Dee Hospital
- McKay-Dee Wound Care Clinic and Hyperbaric Medicine Center
- Michael Hall, M.D.
- Mission at Maple Springs Rehabilitation
- Moab Regional Hospital
- Mountain Point Medical Center
- Mountain View Hospital
- Mountain West Medical Center
- Mt. Ogden Health & Rehabilitation Center
- Ogden Regional Medical Center
- Orem Rehabilitation & Skilled Nursing
- Peak Orthopaedics
- Pinnacle Nursing and Rehabilitation Center
- Primary Children’s Hospital
- Revere Health
- Salt Lake Orthopaedic Clinic
- Salt Lake Regional Medical Center
- St. George Regional Hospital
- St. Mark’s Family Medicine
- St. Mark’s Hospital
- St. Mark’s Senior Health Center
- Sterling Potter, M.D.
- Steven Salisbury, M.D.
- Stonehenge of Ogden
- Summit Brain and Spine
- Summit Home Health & Hospice
- Tanner Clinic
- Thatcher Brook Rehabilitation and Care Center
- Timpanogos Regional Hospital
- TOSH
- University of Utah Hospitals and Clinics
- Utah Cancer Specialists
- Utah Mobile Med
- Utah Valley Hospital
- Wasatch Peak Family Practice
- Woodland Park Care Center

“At CNS, we are grateful everyday for our referral partners in the Community, including hospitals, physicians, Skilled Nursing Centers, and many more. We strive to provide personalized patient care worthy of their trust.”

—Kimberly Dansie,
Vice President of Community Outreach
Community Nursing Services

We Strive for Accuracy

If you see an error or notice an omission, please call us at **801-639-5418.**



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President, Chief Executive Officer
Secretary, CNS Board of Trustees

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Vice President of Community Outreach

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Northern Region and IT

MICHELLE ZIMBELMAN
Chief Financial Officer

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Chief Analytics Officer
University of Utah Hospitals and Clinics

PETER WEIR, M.D.
Executive Medical Director
of Population Health
University of Utah Health System



DEAR FRIENDS,

For nearly a century, CNS has been a Utah treasure. The caregivers at CNS have helped countless Utahns in their time of need and brought them comfort

and healing. It is an honor and joy to serve as the Board Chair for CNS. I join the entire CNS board in thanking the CNS leadership and all our caregivers and employees who strive to provide quality and compassionate care to so many of our fellow citizens and their families.

Every day, in nearly every corner of this great state, CNS caregivers do their best to provide hope, healing, comfort, and care to hundreds of Utahns. It is an honor to work with all of them in providing quality healthcare services to our fellow citizens.

Best wishes,

DAVE GESSEL, J.D., BOARD CHAIR



Looking Ahead

The CNS Leadership Team and Board of Trustees have some exciting plans on the horizon!

QUALITY HOSPITAL-LEVEL CARE IN THE COMFORT OF HOME

CNS has been working with the Huntsman Cancer Institute and the University of Utah to launch an exciting program called Hospital at Home. This program will allow patients to receive hospital level care from the comfort of their home. Hospital at Home will be available for patients who meet inpatient criteria and live within a specific geographic region with CNS nurses, therapists, aides, and social workers dedicated to the care of Hospital at Home patients.

Patients who qualify for the Hospital at Home program will be seen by their nurse twice a day and by a physician or nurse practitioner once a day. Patients will be provided with the medical equipment (such as a hospital bed, wheelchair, or oxygen), medications, and meals (if requested), that they would typically receive in a hospital setting. The goal for Hospital at Home is to be an all-inclusive program that gives patients the same quality of care they would receive in the hospital in the comfort of their home.

CNS'S GROWING REACH

Since our beginning in 1928, we have served home health and hospice patients throughout Utah. In early 2023, CNS will expand to two additional states: Wyoming and Idaho.

CNS's leadership has explored these growth opportunities at the request of the University of Utah Health System and an insurance partner. The goal of the expansion is to help University of Utah Hospital patients traveling from nearby states to discharge from the hospital more quickly, and to access quality CNS home health services from the comfort of their homes.



Contact CNS

Visit us at cns-cares.org or contact us by phone.

GET INVOLVED

- Art & Soup (801) 639-5407
- Make a Gift. (801) 639-5418
- Volunteer (801) 639-5433

HOME HEALTH & HOSPICE CARE

- 24-hour Hotline. (800) 486-2186
- 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
- St. George Branch (435) 652-9077
- Tooele Branch. (435) 882-3913

IMMUNIZATION CLINIC (801) 207-8777

INFUSION PHARMACY (801) 233-6120

RESPIRATORY & MEDICAL EQUIPMENT. (801) 973-0900



(left)
Aaron Bean,
Pharmacy Division

(right)
Kat Jo Gallegos,
Pharmacy Division



COMMUNITY NURSING SERVICES

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