Awarded for Home Care Excellence

#1 in patient satisfaction for the 9th consecutive year
“The All Care name has earned the respect of our peers, referral sources, doctors and the communities we serve by the professional and caring deeds of our staff.”

Shawn Potter
All Care President and CEO

As we celebrate
96 years in home health care, Health Management Services, Inc. and its subsidiaries; All Care Visiting Nurse Association, All Care Hospice, All Care Resources, and All Care Adult Day Health Center, had their most successful year ever financially, clinically and in patient satisfaction.

The company increased its fund balance by 29% over 2006, ranked top nationally in 9 out of 11 measures as monitored by CMS (Center for Medicare & Medicaid Services), and received the Pinnacle Award in patient satisfaction from VNANE (Visiting Nurse Associations of New England), for the ninth year in a row among large home health care providers.

These accomplishments are the result of the dedicated work of our employees; nurses, therapists, certified home health aides, hospice professionals, administrative staff and management. These results could not be achieved without the daily interaction between staff, management and the patients we care for. The All Care name has earned the respect of our peers, referral sources, doctors and the communities we serve by the professional and caring deeds of our staff.

In 2007, we made an investment in new technology that will automate our clinicians in the field, streamline our operations department, upgrade our human resource capability and introduce a telephony system for our home health aides. It’s a conversion that mandates many hours of training while at the same time maintaining the quality of care for our patients.

The management and staff have performed extremely well and we anticipate a completion of the automation by the end of 2008.

In closing, I would like to thank the staff, management and Board of Directors for their support and dedication in making 2007 another successful year. To our donors, thank you. Donations are critical and assist All Care in continuing to provide the highest quality of care to the patients we serve. We look forward to rising to the challenges that we, as health care providers, face on a daily basis, and to continue to fulfill our mission in providing top quality care in the most cost-effective way.
Home Care Excellence
Award winning care begins with a strong support system

Synchronized systems, an exceptional work environment and a dedicated, professional staff, are key to All Care’s success. Our executive staff and Board of Directors provide support with a solid foundation of uninterrupted resources, allowing employees to do what they do best: provide quality patient care. This care is full circle...

Human Resources
All Care’s supportive work environment, advanced training programs and excellent employee benefits have enabled us to attract and retain exceptional staff – resulting in providing consistent quality care.

Liaisons
Build relationships within the community to identify individuals that benefit from home care services.

Intake Staff
Verify and authorize information to secure services for patients and their families.

Team Schedulers
Securing the proper care for each patient and maintaining continuous, uninterrupted care throughout the course of treatment.

Visiting Staff
The faces of All Care to those we serve. Our nurses, therapists, social workers, chaplains, and home health aides are the educators and supporters who help our patients gain knowledge and independence with their illness and care while addressing their physical, social, and spiritual needs within our continuum.

Quality Improvement Nurses
Focus on reviewing the written documentation to assure that agency standards are met.

Medical Records
Maintain accurate patient information and records for timely access.

Order Trackers
Verify and track physician orders to ensure quality patient care.

Data Entry
Enter documentation and complete orders for the patients’ physicians.

Financials
Adherence to high standards and work procedures have resulted in financial stability that leads back to All Care’s ability to attract and retain exceptional staff in all departments.

Clinical Directors and Clinical Managers
The experienced guardians of the rules and regulations to ensure best practice and the provision of exceptional patient care.

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All Care Visiting Nurse Association

A non-profit, home health care provider offering skilled nursing, rehabilitation therapies, and certified home health aide services. We bring superior health care to individuals at home who are recovering from illness or hospitalization. All Care VNA is Medicare/Medicaid certified and accepts most HMOs.

As the winner of the prestigious Pinnacle Award for Patient Satisfaction for the 9th consecutive year, All Care credits the exceptional team of clinicians and managers that strive to provide each and every patient with the highest quality care.

All Care VNA transitions with:

- Bridge to Hospice
- All Care Hospice
- All Care Resources
- All Care Adult Day Health Center

Bridge to Hospice

A collaboration between All Care VNA and All Care Hospice with an emphasis on palliative services. Bridge patients have contact with both a VNA nurse and an experienced Hospice nurse who is part of an interdisciplinary team of hospice professionals.

Bridge to Hospice transitions with:

- All Care Visiting Nurse Association
- All Care Hospice
- All Care Resources

All Care’s integrated care systems: VNA, Hospice, Resources/Private Pay Services, and Adult Day Health Center, enable us to provide comprehensive care from one award-winning source. Our specialized care includes recovery from hospitalization due to illness and injury; rehabilitation therapies for mobility, language and occupational skills; support to maintain health and independence at home, and compassionate care at the end-of-life.

All Care’s seamless continuum offers higher quality because patients can:

- Stay within All Care’s integrated care system. There is no need for patients to be discharged from one health care provider and admitted to another as their home health care needs change.
- Maintain nurturing relationships, both professionally, and personally, with the caregivers they rely on and trust.
- Receive consistent, excellent health care as their medical history transitions with them throughout each phase of care.

Established in 1911 to provide compassionate home health services, All Care has continually grown and adapted to meet the changing needs of the communities we serve. Today, All Care’s capabilities have expanded to include four specialized home care affiliates that transition with one another into a seamless continuum of care.

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- Stay within All Care’s integrated care system. There is no need for patients to be discharged from one health care provider and admitted to another as their home health care needs change.
- Maintain nurturing relationships, both professionally, and personally, with the caregivers they rely on and trust.
- Receive consistent, excellent health care as their medical history transitions with them throughout each phase of care.

Affiliates Working Together
All Care Hospice
All Care Hospice is about living life in comfort. The goal of hospice care is to enhance the quality of a person’s life, while optimizing the time spent with family and friends. Hospice support empowers patients to live with dignity, grace and fulfillment. With a focus on caring, not curing, people receive services in their home, nursing home, hospital, or residential facility. The interdisciplinary Hospice team consists of skilled hospice nurses, social workers, home health aides, therapists, chaplains, bereavement counselors, trained volunteers, and medical directors.

All Care Hospice transitions with:
• All Care Visiting Nurse Association
• Bridge to Hospice
• All Care Resources

All Care Resources/Private Pay Services
A non-profit, Private Duty home health care provider that helps people live safely and independently at home. Services include: Home Health Aides, Companions, Homemakers, and Errand Runners, Escorts for doctor visits and special events, Respite Care, and skilled RNs and LPNs. Services are available from two hours to 24 hours a day, seven days a week, 365 days a year. In-home evaluations are available. Long-Term Insurance is accepted.

All Care Resources transitions with:
• All Care Visiting Nurse Association  
• All Care Hospice  
• Bridge to Hospice  
• All Care Adult Day Health Center

All Care Adult Day Health Center
Provides high quality, community-based care in a safe and supportive environment for people who need assistance with daily activities, live with a disability or chronic illness, live alone and feel isolated, or require continued therapy and/or medical care. Physical, occupational, and speech therapies are available as prescribed by the participant’s own physician. A licensed social worker is accessible for individual, group, and family counseling, and provides assistance with other supportive social services. Services include: on-site RNs, nutritious meals and snacks, recreational activities and transportation to and from the Center.

All Care Adult Day Health Center transitions with:
• All Care Visiting Nurse Association  
• All Care Hospice  
• All Care Resources
2007 Record of Service

All Care Visiting Nurse Association

- Total Visits: 113,523
  - Nursing: 55,454
  - Physical Therapy: 28,170
  - Occupational Therapy: 7,837
  - Speech Therapy: 556
  - Medical Social Work: 296
  - Home Health Aide: 21,210

All Care Resources

- Total Service Hours: 383,546
  - Nursing/Therapies: 14,939
  - Home Health Aide: 368,607

All Care Hospice

- Total Patients: 477
- Total Patient Days: 33,034

All Care Adult Day Health Center

- Total Patients: 36
- Total Patient Days: 3,110

Total Number of Patients Served: 11,335
Board of Directors

Health Management Services, Inc.
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Vice Chair, Kevin Bransfield
Treasurer, Daniel Clasby, C.P.A.
Secretary, Dorothy Lane
President, Shawn F. Potter
Robert Allison, Esq.
William Frost
Josephine Hanson
Kenneth J. Harding
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Secretary, Kevin Bransfield
Robert Allison, Esq.

All Care Adult Day Health Center
President, Shawn F. Potter
Treasurer, Charles Powers
Secretary, Dorothy Lane
Jay Fenton
Ronald T. Plotka, D.D.S., P.C.
THOSE REMEMBERED

We are grateful to the families who named All Care to receive

Rosie Aloise
Bessie Andrews
Samuel Askenazy
Richard Aylward
Louise Azzari
Ursula M. Baker
Angela Balboni
Mary Barrett
Lydia Barron
Joseph Beauchain
Jack Bernstein
Alice M. Berry
Thomas Bertolino, Sr.
Janet Blanchard
Thomas J. Brennan
David Brown
William R. Brown
John 'Jack' Butler
Rita M. Byrne
Alice E. Campbell
Angela and Michael Camusi
Mary T. Capano
Gerald Carpenter
Catherine Carr
Henry Caruso
Eugene F. Casey
Frank Cavallo
William J. Chapman
Edith Ciampa
Edie Collari
Ethel Collins
Robert Collins
Patricia Combs
Ida Connick
Alva J. Connolly
Adeline Connor
The Conti Family
Gail B. Coyle
Harold Craven
Ruth M. Cunha
Sophie Curran
Frances Curtis
Lucy Dalferro
Eloise Dalrymple
Ruth F. Dame
Rose DeAngelis
Louise E. DeCristoforo
Leonard F. Delaney
Barbara Demmings
Ernestine B. Desilets
Francis 'Pat' Devine
Freddy Dooling
Mary E. Drandsen
Vincent and Mildred Federici
Paul and Elizabeth Felci
Arline Fishman
Margaret Fitzpatrick
Allen Flint
Herbert Freedman
Norma M. Galeazzi
Christine Gallagher
Eleanor J. Ganley
Thelma L. Gentile
Vitaly 'Rip' Gill
George Edward Gorey
Francis 'Babe' Gratiano
Marilyn Gries
George B. Hanson
Ben Harsip
Loretta Healey
Frank Hellstrom
Mary L. Hender
William H. Herald, Jr.
Elizabeth Almira Holtsberg
Margaret Horgan
Marie F. Houten
Virginia Hunter
Faythe A. Jacobs
Benjamin Jamont
Helen Jensen
Nancy Johnson Muhlbacher
Margaret Judd
Lillian Julian
Joseph Kilfoyle
Raymond R. King
James Kordis
Sandy Kordis
Mary Kourbetsos
George Kramer
Lidiya Kreydлина
Catherine Lally
Stanley L. Lane
Alice LeBlanc
Pearl Lischinsky
Pauline Mahoney
Jerry J. Mario
Margaret M. McCabe
Robert E. McCusker
Susan Mewa
Margaret Mishel
Marilyn Moran
Fernande Nason
June A. Nelson
Bertha Nims
Mary H. Nohelty
Jeanine O'Connell
John Ogasian
Erma and Warren Oliver
Josephine A. Oneschuk
Mary M. Paquette
Corey Pavone
William J. Peckham, Sr.
Penelope Perakis
Doris Policella
Richard J. Powers
Augustus Rancatore
Ida and Philip Rivard
Hazel E. Rogers
Manuel Santos
Dawn Santosuosso
Josephine M. Sardo
Jack Schwartz
Maurice Schwartz
We are grateful to the families who named All Care to receive

Alva Sherrick
Edward Shipulski
June C. Shultz
Arthur M. Silva
Sylvia Smialek
Thomas Smithers
Barbara Snow
Marie Sousa
Mary B. Stone
Albert J. Sullivan, Sr.
Mary Teneriello
Frank Teves
Ethel Thibodeau
Thomson Country Club
Deceased Members
Gayle L. Troy
June Tufts
Regis Hyde Turmenne
John S. Turner
Lillian M. Valeri
The Valeri Family
Jeanette Haddad Vernon
Lorraine Viscio
Eleanor Vozzella
Robert C. Waldrin
Zalmon Wallack
Alfred T. Wark
Jeanette ‘Mitzie’ Wasson
Thomas H. Welch
Janet Wentworth
Donald H. Wessling
Barbara Wijeyesinghe
Donald P. Witham
Anne Yarrow
Sun K. Yuu
Ralph J. Zirpolo

THOSE HONORED
From birthday to get-well wishes, honoring a friend, loved one or All Care caregiver with a donation in their name makes for a special gift. The following were honored:

All Care Adult Day Health Center
All Care Hospice “angels”
All Care Hospice families
All Care VNA staff
Stephanie Calabro, RN
Dr. Lewis Hays
Sharon Wentworth
Kathy Whipple, RN
William H. York

SPECIAL GIFTS
All Care was fortunate to be the beneficiary of special gifts through estate planning (bequests, annuities, life insurance), charitable trusts, and employer matching gift programs, as follows:

Bequest
Estate of Thelma G. Flint

Trusts
Darling Family Charitable Trust
Doris L. Benz Trust

Matching Gifts
GE Foundation
John Hancock Financial Services
Putnam Investments

“I will be forever grateful for all the extraordinary caring support, comfort and guidance we received for the twenty months my Dad was in Hospice. Throughout the journey we met so many caring people from All Care who made such a connection with both of my parents. Thank you for all that you do…”

~ Maureen E. Fielding

(Left to right): State Representative Steve Walsh, Mayor Chip Clancy, Dave Solimine Sr., All Care President and CEO Shawn Potter, and All Care Chairman of the Board, Jay Fenton, at the All Care Hospice Center for Grief and Loss Ribbon Cutting Ceremony
2007 DONORS  All Care thanks the generous individuals, families, businesses and other organizations who made contributions in 2007. Your support makes it possible for us to provide the highest quality hospice and home health care to all individuals.

In addition to the names listed, more than 400 donors made gifts of less than $50 to All Care in 2007. All donations are greatly appreciated. We have made every effort to ensure the accuracy of this donor list and apologize for any errors or omissions. Thank you to those individuals who have chosen to include All Care in their estate plans. For more information, please call the Development Office at (800) 246-2449 x119.
The Gift of Giving

GENEROSITY ~ the sharing of time, treasure and talent

In 2007, All Care benefited from a memorable year of giving through the generosity of our expanding circle of friends. Our memorial donations and fundraising event proceeds increased more than 20%, acknowledging All Care’s commitment to providing superior patient care, bereavement support, volunteer training, community education and wellness outreach programs. The gift of giving ensures All Care’s ability to provide care for all, regardless of one’s ability to pay, having provided over $1M in free care in the past five years. The success of All Care’s fundraising is the direct result of the relationships we have developed with our patients, families, friends and the business community.

We thank you.

Ways to Give

Tribute Donations
Making a donation in memory of a loved one, in honor of a special someone, or to recognize a caregiver, can hold special meaning for you while helping others in need. Annual appeal donations are an enduring and meaningful way to honor the memory of our loved ones.

Planned Giving
When naming All Care for a gift through your will, a bequest, annuity or charitable trust, you help ensure quality care for future generations.

Events
In addition to attending an event or joining an event planning committee, sponsorships, merchandise donations, and gifts-in-kind are promotional and philanthropic opportunities to show your support. For further details on ways to give, please call 800-246-2449 x119.

Become a Volunteer
All Care Hospice benefits from the tremendous support of its compassionate volunteers who donate their time for direct patient care, administrative support and event assistance. For more information, please call 800-287-2454 x510.

Please save these 2008 dates!

“Make Your Mark” for the 16th Annual All Care Golf Open
On Monday, June 16, 2008, at Gannon Golf Course in Lynn. REGISTER NOW! Not a golfer? Please consider being an advertiser or making a tax-deductible contribution. Help us top last year’s results of $63,000!

7th Annual “A Matter of Taste”
Our Wine Tasting & Auction will be held on Thursday, November 20, 2008 at the Danversport Yacht Club from 6:00-9:30 pm. To donate an auction item (large or small) and/or join the Auction Planning Committee, please call 800-246-2449 x 119. Help us surpass our 2007 success of raising over $75,000!

Annual All Care and City of Lynn Tree Lighting
Held in December 2008 (date to be announced) at Lynn City Hall Square.

Lights of Remembrance Ceremony
Held in December 2008 (date to be announced) at the All Care Hospice Center for Grief & Loss, 583 Chestnut Street, Lynn. Lights are dedicated and illuminated in memory and in honor of loved ones. Reception to follow for families and friends.