



# NIAGARA HOSPICE

2013-2014 Annual Report



Hospice. Relief. Dignity. Painfree. Compassion. Palliative. Hope. Trust. Family. Help. Honesty. Care. Gentleness. Respect. Love. Support. Right. Care. Comfort. Support. Help. Digni

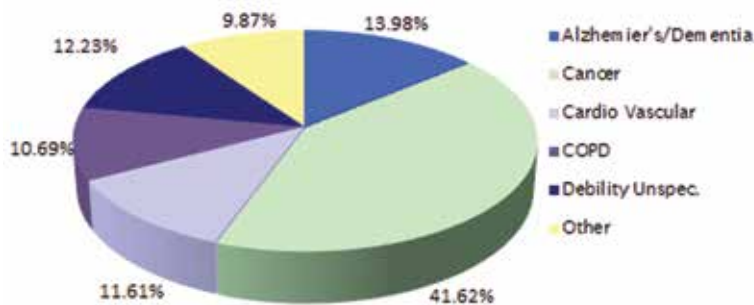
## Hospice Highlights

Niagara Hospice is the only New York State certified hospice provider in Niagara County. This past year we have improved and increased services to nursing home residents in need of hospice care. Niagara Hospice and Schoellkopf Health Center opened David's Path at Schoellkopf where there are ten private rooms for residents receiving hospice care. Rebekah's Pathway at Oddfellow & Rebekah Rehabilitation & Health Care Center was also opened this year with one private room and four double rooms for residents in need of Niagara Hospice care. These collaborations add to the services provided at Hospice at Jeanne's House at Northgate Health Care Facility that holds 22 beds.

Additionally, the Pathways palliative care program of Niagara Hospice added a contract with Blue Cross/Blue Shield of WNY to provide chronically ill members with expert palliative care services. Services are also available to Independent Health Medicare Advantage members.



## Hospice Admitting Diagnoses



During fiscal year 2013-2014, Niagara Hospice received 1,247 referrals and provided 55,269 total days of care with an average daily census of 151.4 patients. Niagara Hospice serves individuals with a variety of diagnoses, not just cancer. This fiscal year, 41.6% of patients were admitted under a cancer diagnosis and 11.6% were admitted with diseases of the heart.

Also during this fiscal year, Niagara Hospice served 254 patients in nursing homes with an average daily census of 45 patients. These numbers have grown exponentially since the 2011-2012 fiscal year, when nursing home admissions totaled 108 and the average daily nursing home census was 23 residents. Collaborations with three Niagara County skilled nursing facilities that strongly share the hospice philosophy are credited with improved care to residents when it's needed most.

## Hospice Collaborations Serve More Residents

Niagara Hospice has collaborated with two more long term care facilities to provide congregated hospice care for their residents. Rebekah's Pathway at Odd Fellow & Rebekah Rehabilitation and Health Care Center and David's Path at Schoellkopf Health Center officially opened this fiscal year. These new collaborations have helped Niagara Hospice fulfill its mission of providing more care, more comfort, and more visits to residents of long term care facilities, when it's needed most.

Odd Fellow & Rebekah Rehabilitation & Health Care Center and Niagara Hospice held a Grand Opening for Rebekah's Pathway on February 5, 2014. The newly renovated unit provides the first and only dedicated hospice unit in eastern Niagara County.

Niagara Hospice and Schoellkopf Health Center held a dedication celebration on May 28, 2014 at David's Path. Rebekah's Pathway and David's Path, in addition to Jeanne's House at Northgate Health Care Facility in North Tonawanda, ensure our Niagara County residents in need of skilled nursing care also have the benefit of end-of-life care expertise and comfort.

# Comfort. Love. Support. Right. Companions. Life. Choice. Visits. Hospice. Relief. Hope. Painfree. Care. Companions. Palliative. Confidence. Help. Family. Choice. Visits. **Niagara Hospice.**

## Spiritual Care Outreach

The Niagara Hospice spiritual care department was busy reaching out to the Baptist community in Niagara Falls and is currently in the planning stages of a joint education venture that will include training for faith based pastoral visitors. Additionally, the department has built relationships through the following:

- Providing regular presentations at Niagara County Lutheran Churches as well as being in regular contact with the six Episcopal Churches in Niagara County
- In cooperation with the other Hospices of Western New York, Niagara Hospice has revived the Hospice Spiritual Care Association of Western New York
- Organized a workshop through the Hospice Spiritual Care Association of WNY with a presenter from the Association for Clinical Pastoral Education Center at Strong Memorial Hospital and the University of Rochester Medical Center
- Two Day of Remembrance celebrations were held with invitations sent to over 2,800 family members whose loved one passed while under the care of Niagara Hospice

## Outreach Services

The Niagara Hospice Outreach Department provides bereavement support services to the families of hospice patients. This year, counselors helped families through the following:

- 1,072 friends and family received supportive bereavement mailings and telephone calls
- 4,744 supportive phone calls totaling 970 hours
- 175 individual counseling sessions
- 43 pre-death bereavement phone calls and 7 pre-death bereavement visits to 20 patients & their families
- 72 support group sessions
- 22 Camp Hope Campers for June 2014

In addition to providing support to patients and their families, the bereavement counselors support Niagara Hospice through their participation in the annual Memorial Butterfly Release, the Light-A-Life Ceremony, our Memorial Garden Dedications and remembrance celebrations.

## Community Events

Throughout the years, Niagara Hospice has been fortunate to receive support from generous community groups, individuals and corporations. These organizations support hospice services and enable Niagara Hospice to provide care regardless of an individual's ability to pay.

This fiscal year, 40 groups and organizations held fundraisers for Niagara Hospice that raised over \$67,997.06.



*Niagara Hospice volunteer Rita McDonough won the grand prize at the 2014 Car Raffle - a brand new Chevrolet Corvette Stingray Z-51.*

*Advance Chiropractic donated \$2,500 to Niagara Hospice.*



## Volunteer Services

Since the very beginning in 1988, Niagara Hospice has depended on support from community members who serve as volunteers. Volunteers are a key component of hospice care as they provide extra hands, comfort and support to patients, their families and the staff at Niagara Hospice.

- 181 active volunteers completed 14,672.57 hours of service
- 4 new volunteer training sessions were held
- 64 new volunteers joined our team

Through patient visits, pet visits, vigil teams, spiritual support, transportation services, respite for caregivers, Legacy Audio recordings, veteran visits, office non-patient related work and special events, Niagara Hospice volunteers provided a cost savings of \$230,506.44 to the organization during this fiscal year.



4675 Sunset Drive  
 Lockport, NY 14094  
 NiagaraHospice.org

President & CEO.....John L. Lomeo  
 Medical Director.....A.J. Bax, MD  
 Chief Operating Officer.....Carlo Figliomeni  
 Vice President of Hospice Services.....Kay Dekker, RN, BSN

**2013-2014 NIAGARA HOSPICE  
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## Financial Summary

### CONDENSED STATEMENT OF ACTIVITIES

Fiscal Year Ended June 30, 2014

|   |                           |
|---|---------------------------|
| <b>Net assets the beginning of the year</b>   | <b>\$ 7,381,395</b>       |
| Revenues, gains and other support:            |                           |
| Operating Revenues                            | \$12,350,353              |
| Contributions / Memorials                     | \$169,026                 |
| Grants  | \$10,421                  |
| Capital Campaign                              | -                         |
| Other revenue                                 | <u>\$332,084</u>          |
| <b>Total revenue, gains and other support</b> | <b>\$12,861,884</b>       |
| Expenses:                                     |                           |
| Program services                              | \$10,462,639              |
| Support Services                              | <u>\$1,668,757</u>        |
| <b>Total expenses</b>                         | <b>\$12,131,396</b>       |
| Change in net assets<br>Niagara Hospice       | <u>\$730,488</u>          |
| <b>Net assets the end of the year</b>         | <b><u>\$8,111,883</u></b> |

**Niagara Hospice Revenue by Mix**

