

NIAGARA HOSPICE

2015-2016 Annual Report



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

Hospice Highlights

In 2015, PBS Frontline premiered their documentary, "Being Mortal." The film follows *New Yorker* writer and Boston surgeon, Atul Gawande, as he studies relationships that exist between health care workers and patients as they near the end of life. The documentary mirrors Atul Gawande's book, *Being Mortal: Medicine and What Matters in the End*, as it explores how patients with terminal diagnoses are often cared for and how many doctors, Gawande included, are not properly trained or prepared to confront sensitive situations such as chronic illness and nearing death.

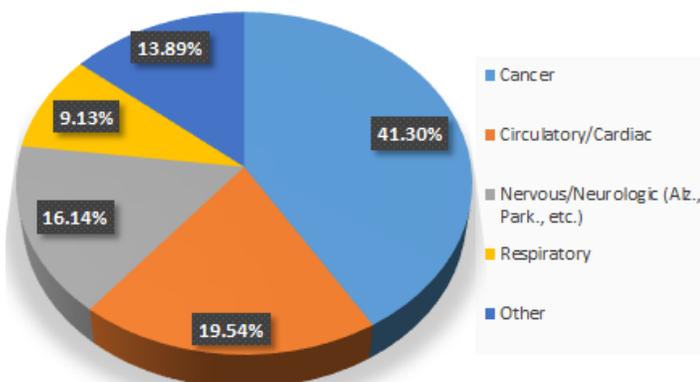
The documentary explores the concepts behind palliative and hospice care. Towards the latter part of the film Gawande shifts to end-of-life medicine, promoting hospice as a model of care. Highlighting one of the most important questions that is typically asked in these situations, "What are your priorities if your time is limited?" Gawande explains that by centering conversations on this question, health care providers can empower patients to live their lives fully. Niagara Hospice will show screenings of the PBS Frontline program in 2017. Viewers of the program are challenged to examine how they think about death and dying. "Being Mortal" shines a light on how patients, families, and doctors all experience the end stages of life, and encourages conversation about how to live life to the fullest extent possible.



Wendt's Propane & Oil has many reasons to support Niagara Hospice and Paul and Susan Wendt found a moving way to show their appreciation to the agency that has provided care to many of their friends and family. In the fall of 2015, Paul and Susan unveiled the company's newest propane truck that also serves as a traveling tribute to the care they and their loved ones have received from Niagara Hospice over the years. The truck is detailed in Niagara Hospice colors of teal and yellow with *A better way to live... the Niagara Hospice difference* written on the side along with the Niagara Hospice logo, phone number and a trail of yellow butterflies. The Wendt's Propane & Oil truck also has the names of friends and family they are remembering for how they have touched their hearts.

Wendt explained that Wendt's Propane and Oil has the same philosophy as Hospice, saying, "No matter if Hospice is delivering supplies or making cookies for a family, or if Wendt's Propane & Oil is filling a barbecue tank, we as a company believe in family. And with our own experience with Niagara Hospice, our philosophies are parallel."

Hospice Admitting Diagnoses



Niagara Hospice is the only NYS certified hospice provider in Niagara County and has served over 25,000 individuals, and their families, since 1988.

During fiscal year 2015-2016, Niagara Hospice received 1,544 referrals and provided 48,138 total days of care with an average daily census of 131.5 patients. Niagara Hospice serves individuals with a variety of diagnoses, not just cancer. This fiscal year, 41.3% of patients were admitted under a cancer diagnosis and 19.5% were admitted with circulatory/cardiac disease.

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

Spiritual Care

The Spiritual Care team supports patients and caregivers by being present and listening. They also listen carefully to what is not said. Combined, these two skills can help chaplains to better understand and support patients. Niagara Hospice Director of Spiritual Care, Rev. John Marshall said: "We strive to help identify the unspoken needs as we assist, support and allow folks to work through their end of life issues. That can mean getting back in touch with what gave meaning to their lives."

Some patients are not religious at all. Chaplains are present with them on an emotional level with many of the same supports, but on a philosophical level rather than a faith-based level. Everyone has the right to be comfortable with who they are and Niagara Hospice staff support everyone without exception. For many, organizations are just as important as a faith community.

For some, being ill has limited their ability to get to worship, so whenever possible Niagara Hospice Chaplains reconnect patients and caregivers to their place of worship and to their clergy. They do this as a team, supporting community spiritual caregivers.

Bereavement Services

The Niagara Hospice Bereavement Department provides bereavement support services to families of hospice patients. Counselors helped families through the following:

- 1,141 friends and family members received supportive bereavement mailings, visits, and telephone calls
- 3,558 supportive phone calls
- 224 individual counseling sessions: 42 home visits and 182 office visits
- 25 pre-death bereavement phone calls and 5 pre-death bereavement visits to patients & their families
- 74 support group sessions
- 38 Camp Hope campers and 40 Camp Hope volunteers for June 2016
- Over 10,000 Bridges newsletters and over 4,500 supportive cards mailed

Bereavement counselors also support Niagara Hospice through their participation in the annual Memorial Butterfly Release, the Light-A-Life event, Niagara Hospice 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, 45 groups and organizations held various fundraisers for Niagara Hospice that raised over \$50,000.

Niagara Hospice also holds several major fundraisers each year including the Mighty Niagara Half Marathon, Hospice Dash 5K and the Hospice Gran Fondo.



The family of Lorrie Janese held their 10th and final Memorial Golf Tournament and Chinese Auction at the Hyde Park golf course in Niagara Falls. Over the past 10 years, Ted Janese and his family have raised nearly \$50,000 in support of breast cancer research and Niagara Hospice.

Volunteer Services

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. This fiscal year:

- 151 active volunteers completed 15,651.37 hours of service
- 2 new volunteer training sessions were held
- 24 new volunteers joined our team

Through patient visits, pet visits, vigil teams, spiritual support, transportation services, respite for caregivers, *Legacy* recordings, veteran visits, office and other non-patient related work and special events, Niagara Hospice volunteers provided a cost savings of \$252,139.73 to the organization during this fiscal year.

Niagara Hospice volunteer Karen Feger crafts busy boards for Niagara Hospice patients. The boards, which have buttons, ribbons, and pockets to keep patient's hands occupied, have proved very effective in helping patients with dementia and Alzheimer's.





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 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.....Joann Stoll, RN, CHPN

**2015-2016 NIAGARA HOSPICE
 BOARD OF DIRECTORS**

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Financial Summary

CONDENSED STATEMENT OF ACTIVITIES

Fiscal Year Ended June 30, 2016

| | |
|---|----------------------------|
| Net assets the beginning of the year | \$ 8,563,353 |
| Revenues, gains and other support: | |
| Operating Revenues | \$11,436,635 |
| Contributions / Memorials | 530,043 |
| Grants | 23,694 |
| Events/Passive Income Generators | 254,205 |
| Other revenue | <u>57,813</u> |
| Total revenue, gains and other support | \$12,302,390 |
| Expenses: | |
| Program services | \$10,197,676 |
| Support Services | 1,893,021 |
| Events/Passive Income Generators | <u>201,987</u> |
| Total expenses | \$12,292,684 |
| Change in net assets | <u>\$ 9,706</u> |
| Net assets the end of the year | <u>\$ 8,573,059</u> |

Niagara Hospice Revenue by Mix

