

# NIAGARA HOSPICE



## 2016-2017 Annual Report



# Niagara Hospice Highlights

Niagara Hospice's dedication to providing the highest level of care was recognized in April by the Accreditation Commission for Health Care (ACHC). The ACHC awarded Niagara Hospice with its accreditation for hospice care for demonstrating a commitment to providing quality care and services to consumers through compliance with ACHC's nationally recognized standards for accreditation.

Accreditation is a voluntary activity where healthcare organizations submit to peer review of their internal policies, processes and patient care delivery against national standards. By attaining accreditation, Niagara Hospice has demonstrated its commitment to maintain a higher level of competency and desire for excellence in its services and customer satisfaction.

Niagara Hospice Director of Clinical Pharmacy Services, Robert G. Wahler, PharmD, CPE was voted in by the Society of Palliative Care Pharmacists (SPCP) general membership as a Board of Trustee member representing the Specialty practice of hospice. The Society promotes exceptional patient care by advancing pain and palliative pharmacists through education, development, and research in collaboration with the transdisciplinary team. Wahler's term started in January, 2017.



On June 5, 2017 Niagara Hospice celebrated ten years of comfort and care provided at Niagara Hospice House, Niagara County's only residential hospice house and in-patient facility. Since 2007

we have met over 3,000 patients, and their families; all of whom we consider a privilege to serve. An Open House was held June 5 to commemorate the 10-year anniversary, and to welcome the community in for guided tours, a rededication ceremony, refreshments and conversation. Attendees also enjoyed participating in a sand-art project where colored sand was poured into shadow boxes in remembrance of loved ones. The completed shadow boxes are on display at Niagara Hospice House, providing a beautiful reminder of the many served by Niagara Hospice.

Staff and volunteers also gathered Hospice House memories for a book that was later shared with Niagara Hospice friends and family. Some of the families, staff and volunteers that shared memories also participated in a video that was shown at the Open House. The interviews all had a recurring theme, revealing that although Niagara Hospice House is a beautiful structure with a calm and comforting atmosphere, it is the people – the staff and volunteers – that families remember most. The compassion and caring that each have for every patient and family member is paramount.

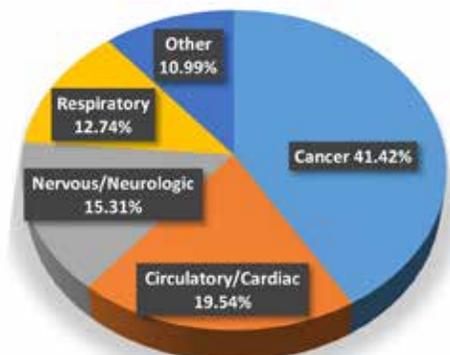
June 30, 2017 was another special day at Niagara Hospice House for one of Niagara Hospice's most dedicated volunteers. Paul Beatty, Sr. of Youngstown and his family have been supporters of Niagara Hospice for over 17 years. In 2001, Paul and his family took on the Jack Beatty Memorial Hospice Cruise & Clambake, held annually in memory of his brother who passed while under the care of Niagara Hospice. Paul has demonstrated his passion for hospice care, and his respect and love for his brother Jack, through his tireless efforts working on this event, and through his advocacy for hospice care in the community in which he is so greatly respected.



In 2009, Paul joined his son, Paul Jr. with the start of the Hospice Dash 5k to benefit Niagara Hospice. In 2011, a half marathon was added and later named The Mighty Niagara Half Marathon. The Mighty Niagara Half Marathon and 5K Hospice Dash bring together the largest group of Niagara Hospice supporters for any event we have. Growing from just 189 participants for a 5K in 2009, the 2016 5K Hospice Dash and Mighty Niagara Half Marathon had nearly 2,000 participants from all over the world, making the event a desirable destination race.

Paul Sr. may also be our biggest advocate for hospice care, making referrals for friends and family, and often seen in the community wearing his Niagara Hospice hat! Niagara Hospice CEO John Lomeo said: "Many residents of this community were introduced to Niagara Hospice through the support of Paul. It didn't matter whether you knew him or not. He listened to your plight and took on your cause, committed to making sure you received the right care at the right time in the right place. He continues today to be a beacon of hope for this community."

## Hospice Admitting Diagnoses



## Spiritual Care

There is a need for most people at end of life to express themselves. Hospice spiritual caregivers, or chaplains, invite patients and families to journey together as they experience life's stages. The chaplain listens and reflects, being careful not to direct a patient or their loved ones. No matter what a person's stance is (from atheist to believer) they have a non-judgemental friend to walk with them. Hospice patients and family members have an experienced person who can gently help them find their personal, emotional and spiritual best.

This year, Niagara Hospice has been represented by the spiritual care department with the P2 Community Health Initiative. *The Conversation Project* empowers doctors and family members to have discussions around the care they would like to receive in the last stages of life. Spiritual care staff have also begun reaching out to various caregiver support groups in Niagara County. Our chaplains continue to be available as supportive informational and networking resources.

## Bereavement Services

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

- 1,052 friends and family members received supportive bereavement mailings, visits, and telephone calls
- 3,365 supportive phone calls
- 231 individual counseling sessions: 38 home visits and 193 office visits
- 9 pre-death bereavement phone calls and 63 pre-death bereavement visits to patients & their families
- 91 support group sessions
- 23 Camp Hope campers and 34 Camp Hope volunteers for June 2017
- Over 12,200 Bridges newsletters, 4,000 supportive cards and 2,000 letters mailed

Bereavement counselors also support Niagara Hospice through their participation in the annual Memorial Butterfly Release and Light-A-Life events, Niagara Hospice Memorial Garden Dedications and Remembrance Celebrations.

**N** 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 2016-2017, Niagara Hospice received 1,504 referrals and provided 50,329 total days of care with an average daily census of 137.9 patients.

## Community



Niagara Hospice and community supporters hold events throughout the year to benefit the agency. The Niagara Hospice Speakers Bureau also goes out into the community; this fiscal year Niagara Hospice was well represented with 31 education tables/health fairs and 30 educational presentations throughout Niagara County.

## 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:

- 122 active volunteers completed 13,999.44 hours of service
- 2 new volunteer training sessions were held
- 40 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 \$224,702.61 to the organization during this fiscal year.

Several Volunteer Enrichment and appreciation programs were held for volunteers throughout the year to thank them for their service, as well as to provide educational and enrichment opportunities.





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 Lockport, NY 14094  
 NiagaraHospice.org

**2016-2017 Executive Team**

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

**2016-2017 NIAGARA HOSPICE  
 BOARD OF DIRECTORS**

Dan Mandaville, Chairman  
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 Mary Brennan-Taylor  
 Michael Cushman

Patricia Evans  
 Linda Flessel RN  
 Nicholas Granchelli

Sharon Jean Hewner, PhD  
 Janice P. Litz, LCSW-R  
 Paul Nanula

# Financial Summary

## CONDENSED STATEMENT OF ACTIVITIES

Fiscal Year July 1, 2016 - June 30, 2017

**Net assets the beginning of the year      \$ 8,573,059**

Revenues, gains and other support:

Operating Revenues	\$12,467,602
Contributions / Memorials	1,075,196
Grants	21,722
Events/Passive Income Generators	247,099
Other revenue	<u>121,570</u>

**Total revenue, gains and other support      \$13,933,189**

Expenses:

Program services	\$10,895,345
Support Services	1,711,812
Events/Passive Income Generators	<u>176,559</u>

**Total expenses      \$12,783,716**

Change in net assets      \$ 1,149,473

**Net assets the end of the year      \$ 9,722,532**

**Niagara Hospice Revenue by Mix**

