



Our Family, Focused on Yours.
2018-19 Annual Report

"Our mother's wonderful nurse was willing to go the extra mile and way beyond the call of duty to do whatever she could to make her last days comfortable and to help us in any way she could to make our lives easier. We feel very fortunate to have had Niagara Hospice's involvement for as long as we did. We would undoubtedly recommend anyone involving Niagara Hospice as soon as possible."
- Angela



*Specialized Care & Personalized Support for
Niagara County Families Since 1988*



NiagaraHospice.org
716-439-4417 / 716-HOSPICE
4675 Sunset Drive, Lockport, NY 14094



Year-in-Review

Recent News

1. Surpassed national average in Medicare family caregiver survey results in seven categories.
2. Niagara Hospice was named “Best Home Health Care” in 2018 *Niagara Gazette* Readers’ Poll.
3. Purchased new ambulance in January 2019 with proceeds from Jack Beatty Memorial Cruise & Clambake.
4. Danielle Burngasser, RN, BSN, Vice President of Clinical Operations, was selected as a presenter at the 2019 *Buffalo Business First* mentoring event.
5. New Director of Admissions, Jane James, NP, was hired.
6. Niagara Hospice remains the only ACHC-accredited hospice in Western New York.
7. Received 30th anniversary proclamation from Niagara County Legislature in November.



By the Numbers

- We cared for 779 patients and families.
- Staff was supported by 132 volunteers who provided 8,525 hours and \$169,207 in savings.
- Special events raised more than \$168,000.

Media Recap

- * Medical Director Dr. Richard Castaldo wrote a guest column for *The Buffalo News* and *the Niagara Gazette* recognizing National Hospice Care Month in November.
- * The expanded dementia care program was featured in the *Hospice News* in April.
- * The Hospice Gran Fondo bike ride fundraising event was featured in *The Buffalo News* in June.
- * Appeared on the WUFO 1080 AM “Millennium Health Matters” show with Hospice Buffalo to highlight National Health Care Decision Day in April.
- * Hospice staff was interviewed on the LCTV “WNY Tonight” show in July.
- * Niagara Hospice was featured on WBBZ-TV’s “What’s the Buzz in WNY” show in November.
- * Pet volunteer program was featured in *Niagara Gazette*.

Referral Sources

Website & Social Media

- 64,648 unique visitors to NiagaraHospice.org, a 6% increase from the previous fiscal year
- Website entrances through specified pages up 10%
- March had most traffic with 8,172 unique visitors
- Niagara Hospice Facebook page has 5,098 followers
- Niagara Hospice LinkedIn page has 1,154 connections and the company profile has 616 followers

1. Family Member	368
2. Roswell Comprehensive Cancer Center	111
3. Mt. St. Mary’s Hospital	96
4. Northgate Health Facility	84
5. Millard Fillmore Suburban Hospital	73
6. Eastern Niagara Hospital	62
7. Niagara Falls Memorial Center	47
8. Buffalo General Hospital	46
9. Pathways Palliative Care Program	31
10. Kenmore Mercy Hospital	28

Department Highlights

Spiritual Care

This year the Spiritual Care Department welcomed two new full-time chaplains, J. Christopher Hagler and Tanya Spencer.

Chris holds an MDIV degree and serves part time in a Methodist Church. He comes to Niagara Hospice with clinical pastoral education and several years of chaplain experience. While serving in many pastoral roles, he has experienced first-hand how empathy and active listening can make all the difference in the world. Chris feels strongly suited to the work of Niagara Hospice and says that “genuine spiritual care is about making connections with God, our fellow human beings and the world we live in.”



Tanya holds a an MDIV degree and serves part-time in an American Baptists/UCC Church. Her experience ranges from LPN to counseling and mental health and boundaries training. She is active as a volunteer in a variety of community leadership roles. Tanya brings a plethora of gifts, including, but definitely not limited to, a spirit of inclusiveness, compassion, joy and enthusiasm.

Spiritual Care Week is celebrated nationally each October. Last year's theme was “Hospitality - Cultivating Time.” The Spiritual Care and Bereavement Departments sponsored an all-day retreat at Stella Niagara Center for renewal with a focus on learning techniques for self-care.

The Spiritual Care Department provided support to 538 patients and families. This represented 69% of all patients. Of those served, 43% were Catholic, 27% were Protestant, 13% were other Christian denominations and 0.2% were Jewish. Patients who were agnostic, atheist, other, unknown or no religious affiliation made up 16%.

Whether a patient is in Hospice House, home care or a skilled nursing facility, all are offered Spiritual Care support. Our spiritual care counselors are integral members of the hospice team. They are professionals who plan, assess and care for a patient's and family's spiritual needs throughout the end-of-life process. The spiritual care counselor is dedicated to providing the patient and family with care and spiritual counsel that meets their needs and is in accordance with that patient's wishes.

Bereavement Services

The Bereavement Department provides bereavement support services to families of patients. Counselors helped families for 13 months in the following ways:

- More than 1,000 friends and family members received supportive mailings, visits and telephone calls
- 162 individual counseling sessions, 13 home visits and 149 office visits
- 48 pre-death bereavement phone calls and seven pre-death bereavement visits to patients & their families
- 110 support group sessions
- More than 12,200 Bridges newsletters, 4,000 supportive cards and 2,000 letters mailed
- Bereavement counselors also support families through organizing annual memorial events, such as Light-A-Life, Memorial Garden Dedications and Remembrance Celebrations.



Volunteer Services

Volunteers are an essential part of hospice care as they provide a sense of comfort and support to patients and their families.

Through patient visits, pet visits, vigil team, transportation services, respite for caregivers, legacy recordings, veteran visits, office and other non-patient related work and special events, volunteers provide significant support to the organization every year. Staff held several volunteer enrichment and appreciation programs to thank them for their service and provide educational opportunities.

N Niagara Hospice is the only New York State-certified hospice provider in Niagara County and has served more than 25,000 individuals and their families since 1988.

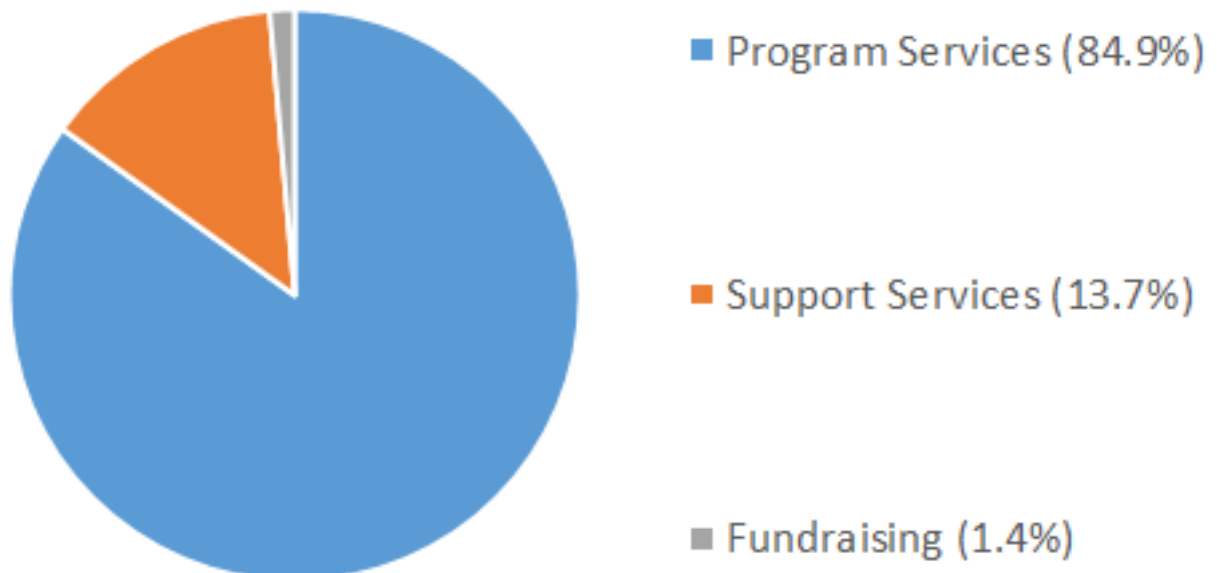
During fiscal year 2018-19, Niagara Hospice received 1,274 referrals, cared for 779 patients and provided 48,646 total days of care with an average daily total of 133 patients.

Financial Summary

Fiscal Year July 1, 2018 - June 30, 2019

Net assets, beginning of the year	\$10,453,031
Revenues, gains and other support:	
Operating Revenues	\$12,293,913
Contributions / Memorials	523,592
Grants	18,519
Events	168,419
Other revenue	<u>121,034</u>
Total revenue, gains and other support	\$13,125,477
Expenses:	
Program Services	\$11,139,671
Support Services	1,800,302
Fundraising	<u>185,119</u>
Total expenses	\$13,125,092
Change in net assets	\$ <u>385</u>
Net assets, end of the year	<u>\$10,453,416</u>

Fiscal Year 2018-19 Expenses





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2018-19 Niagara Hospice Board of Directors

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2018-19 Executive Team

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Vice President of Hospice Clinical Services.....Danielle Burngasser, RN, BSN
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