



## 2021-22 ANNUAL REPORT



*Comfort Care & Support for Niagara County*

NiagaraHospice.org

4675 Sunset Drive • Lockport, NY 14094 • 716-HOSPICE



## ORGANIZATIONAL OVERVIEW:

Founded in 1988, Niagara Hospice is a 501(c)3 health care organization and the only hospice in Niagara County per New York State Department of Health Certificate of Need. The organization has served Niagara County's population of 210,000 for more than 34 years. A member of the National Hospice & Palliative Care Organization (NHPCO), Niagara Hospice is the only Western New York hospice with the Accreditation Commission for Health Care (ACHC) accreditation.

## OUR MISSION:

Niagara Hospice provides expert end-of-life care, comprehensive support and personalized guidance to Niagara County patients, families and caregivers faced with a terminal illness. The clinical staff provides physical, emotional and spiritual care services to improve quality of life and help families maximize their time together.

Patients are eligible to receive hospice care with a prognosis of six months or less, or up to 12 months for those who receive strictly Medicaid. Most patients and families receive care in their homes. The organization also has partnerships with skilled nursing facilities throughout Niagara County to provide needed services to eligible patients wherever they live.

## OUR VISION:

Niagara Hospice will evaluate each life-limiting diagnosis for hospice eligibility, an important benefit that ensures comfort, dignity and specialized care for terminally ill patients. When Niagara County patients, families and caregivers enter our program, we will provide expert symptom management, caregiver relief and guidance to help everyone maximize quality of life and cherish precious time together for as long as possible.

## NIAGARA HOSPICE CAMPUS:

The administration building and Hospice House are located on 25 acres in a serene, rural residential area on the western edge of the Town of Lockport in Niagara County. The mailing address is 4675 Sunset Dr., Lockport, NY 14094.

## NIAGARA HOSPICE HOUSE:

In June 2007, the 24,000-square-foot Hospice House opened to provide 18 private patient units, 8 for long-term residential care and 10 for general inpatient care. Since opening 15 years ago, Hospice House has cared for more than 5,000 Niagara County families.

## COLLABORATIVE FACILITIES:

Niagara Hospice operates collaborative hospice units at David's Path at Schoellkopf Health Center in Niagara Falls (opened in 2014) and Jeanne's House at Northgate Health Care Facility in North Tonawanda (opened in 2012).

## CONTRACTED FACILITIES:

Niagara Hospice contracts with a variety of other health care facilities to provide hospice services to patients across Niagara County.

## COMMUNITY SUPPORT:

The Niagara Hospice special events department organizes multiple fundraisers each year that bring the community together to raise funds for patients and families. Our events include the Spring Bouquet Sale, Gran Fondo bike ride, Mighty Niagara Half Marathon and Cocktails & Cash raffle and silent auction.

A variety of planned giving options are available, including bequests of money, real estate or personal property through a will or living trust; retirement plans or life insurance policies that name Niagara Hospice as the beneficiary; gifts that provide lifetime income, such as charitable gift annuities and remainder trusts.



# 2021-22 REVIEW



**JULY 9, 2021** – The Niagara Hospice House residential unit expansion campaign was featured on the Hospice News national website.

**AUGUST 3, 2021** – The Lockport Rotary Club presented a grant to Niagara Hospice at its member luncheon at the Dale Association in Lockport. The grant funded the purchase of two telehealth and remote patient monitoring kits. The kits will help Niagara Hospice monitor and expedite a response when needed for home care patients living in Lockport.

**AUGUST 16, 2021** – Niagara Hospice awarded three local students with \$1,000 scholarships in recognition of their academic achievements and ability to make a difference in their communities. The scholarship was presented to students who represented outstanding academic, technical or vocational potential and demonstrated dedicated community service and a high degree of personal accomplishment. The three recipients of the Making a Difference Scholarship were Kari Claycomb, Matthew O'Donnell and Lisa Boisvert.

**SEPTEMBER 29, 2021** – The Niagara Hospice Bereavement Department held a remembrance ceremony at the Transit Drive-In for 200 family members from across Niagara County.

**OCTOBER 2, 2021** – The 10th annual Mighty Niagara Half Marathon and Hospice Dash 5K was held with more than 1,000 runners participating to support the mission of providing comprehensive care and personalized support to Niagara County patients, families and caregivers to improve their quality of life during a terminal illness.

**OCTOBER 11, 2021** – Branden Farnham, a Starpoint High School senior and Cambria Boy Scout Troop #8 member, built two new planter boxes for the entrance of the Hospice House. He also made a new wooden garbage can holder. With the completion of his project, he became a candidate to receive his Eagle rank, the highest achievement possible in the Boy Scouts.

**OCTOBER 25, 2021** – Independent Health announced the first 13 recipients of its “Nominate Your Favorite Charity” program. Niagara Hospice had the honor of being one of the first 13 recipients with a \$650 grant from the program.

**NOVEMBER 16, 2021** – Niagara Hospice announced it received the first major community gift toward the \$2 million capital campaign for the Hospice House expansion. The Grigg Lewis Foundation provided a lead grant toward the ongoing community campaign that will help fund the addition of six residential patient suites to the facility.

**APRIL 12, 2022** – Bob Heisner, Director of Project Future WNY in Niagara Falls, and Dan Penque, committee member of the JetPort Restaurant “Over the Hill Crew,” presented a \$3,110 check for the Hospice House residential wing expansion.

**JUNE 9, 2022** - The Niagara Hospice annual summer appeal was held to upgrade the heating and cooling system at Hospice House. This important improvement enables patients to control the ideal temperature for maximum comfort in their suites year round.

## MEDIA RECAP:

- ▲ An article on the Grigg Lewis Foundation's donation to the Hospice House Expansion Campaign was published in the Lockport Union-Sun & Journal on November 17.
- ▲ In December, an article about the Pathways Palliative Care program by Medical Director Dr. Richard Castaldo was published in WNY Physician magazine.
- ▲ Special Events Coordinator Allison Bolt was interviewed by Robbie Raugh on WDCX 99.5 on June 17 to promote the Grand Fondo bike ride on August 6.

## ADMISSIONS OVERVIEW:

- ▲ During the 2021-22 fiscal year, Niagara Hospice admitted 1,000 new patients, marking the second consecutive year that the organization attained this amount of patients (1,027 in 2020-21).
- ▲ The total amount of patients cared for was 1,179, including 179 existing patients at the start of the fiscal year on July 1, 2021.
- ▲ The total days of care for the year was 68,529, surpassing last year for the most days in the organization's 34-year history.
- ▲ The average daily census was 187.8, surpassing last year's previous high of 186.7
- ▲ There were 1,389 referrals during the year, the most in the organization's history.
- ▲ The daily patient census surpassed 200 for 70 consecutive days from March 14 through May 22.
- ▲ The highest daily patient total ever reached was 214 on March 31, 2022.





## SPECIAL EVENTS SUMMARY

On July 24, Niagara Hospice held its eighth annual Hospice Gran Fondo bike ride, presented by M&T Bank. The event featured three routes through the Niagara Wine Trail with several “pit stops” along the way. 323 riders were welcomed back to the Niagara Hospice campus with a catered barbecue lunch, music from White Chocolate, and a COVID-friendly tailgate.

On October 2, more than 1,000 runners came out for The Mighty Niagara Half Marathon & Hospice Dash 5K. The event, presented by Cornerstone CFCU, featured a beautiful route along the lower Niagara River, live bands along the way and a huge post-race party with live music from Soul Committee, food and awards for runners.

On November 12, Niagara Hospice held the Stay Home for Hospice event, which was a Facebook live reverse raffle to win \$10,000. Throughout the week, there was also an online silent auction with some wonderful items donated by local businesses. This event raised more than \$23,000 to support Niagara Hospice’s mission.

During the first week of March, the annual Spring Bouquet Sale generated more than \$31,000 to support our mission of providing specialized care to Niagara County families facing a terminal illness.

## HOSPICE HOUSE COMMEMORATES 15TH ANNIVERSARY

On June 14, 2021, the Niagara Hospice Board of Directors announced that it received approval from the New York State Department of Health to add six residential patient suites to Hospice House. The \$2 million facility project has increased the capacity of patient residential suites from 10 to 16.

On June 5, 2022, Hospice House marked the 15th anniversary of its opening in 2007. It was designed to provide services to Niagara County residents with increased caregiving needs or insufficient caregiving at home. Since its opening, the facility, at 4675 Sunset Drive in Lockport, has expanded from 18 to 26 patient suites (10 general inpatient for short-term care and 16 residential), and staff has cared for more than 5,500 patients and their families.

Hospice House, Niagara County’s only residential hospice house and one of just 12 general inpatient hospice facilities in New York State, provides patients and families with a serene, comfortable environment that feels like home.

The general inpatient wing is designed for patients needing short-term medical monitoring and symptom management. Each suite is designed with patient and family in mind with a sitting area and easy-chair sleeper. Every family has access to gathering rooms, fireplaces, a chapel, kitchen, Memorial Gardens and Pavilion.



## SPIRITUAL CARE AND BEREAVEMENT SERVICES

In September, the Bereavement Department hosted a remembrance celebration at the Transit Drive-In theater in Lockport. More than 80 families attended the presentation and received a keepsake in memory of their loved ones.

### MEET THE NEW MEMBERS OF THE SPIRITUAL CARE TEAM:

**Jessica Szumowski, MSW**, brings a special fondness for working with geriatrics. She is gifted in helping patients leave legacies. One way she specifically offers her talents is in scribing and creating books to leave to family members.

**Kalee Mielke, BS**, is in the process of completing her Master of Divinity. She has many passions and gifts, and this spring she trained the team on the subject of love languages and how to use them. Kalee is very dedicated and seeks to be an ordained minister and certified chaplain.

**Hope Schwartz, MDIV**, is from Northwestern Seminary and pastor at Epiphany United Church of Christ. She enjoys writing and teaching, and she is trained in mediation along with conflict resolution. She has an amazing ability to connect with patients and family members.

**Rev. Father Nadeem Yaqoob, MDIV**, is a Catholic priest from Pakistan. Nadeem has traveled and studied in England, Philippines, Rome and Sicily, and he is multilingual. He brings a smile into the room wherever he goes and has a deep compassion and acceptance of all people. Nadeem also serves as priest at Holy Family Parish in North Java.

**Kim Grande, MS**, comes to Niagara Hospice with many gifts, including the ability to maintain a sense of playfulness amid the struggles and sorrows of the families and patients with whom she serves. She was a home school teacher for many years and re-entered the workforce when she joined our team. Kim excels with her counseling skills and has been sharing her gifts in spiritual care and bereavement counseling.

## VOLUNTEER SERVICES

Although in-person patient visits were on pause during the pandemic, our volunteers never missed a beat. From making masks and gowns to providing administrative support remotely, our loyal volunteers stayed engaged and helped where they were needed.

Thankfully, volunteer services are back at full capacity, as they are providing activities and administrative support. We have more than 100 volunteers who were also glad to return to visiting patients, delivering supplies and helping out at special events and in the administrative building. Volunteers have also helped resume the We Honor Veterans program that provides commemorative service plaques to Veteran patients and matches visits with Veteran volunteers. New volunteers continue to join us after completing our virtual training and orientation.

### WE HONOR VETERANS PROGRAM

Niagara Hospice is a partner in the We Honor Veterans program developed by the National Hospice and Palliative Care Organization (NHPCO) in collaboration with the Department of Veterans Affairs. This awareness campaign focuses on respectful inquiry, compassionate listening and grateful acknowledgment.

The emotional and spiritual components of hospice care can be especially meaningful to Veterans who often face issues near the end of life relating to their military experiences. Support is crucial for Veterans who do not have a strong support network of family or friends.

Our staff collaborates with the Buffalo VA to ensure quality end-of-life care is available to all Niagara County Veterans. This important partnership educates the community about the hospice benefit that they are entitled to, customizes care plans specific to their special needs and recruits Veteran volunteers who are paired with patients. By recognizing their unique needs, we can help guide patients and their families toward a more peaceful ending.





# CLINICAL PROGRAMS SUMMARY

## D.O.S.E (DEMENTIA-ORIENTED SENSORY ENGAGEMENT) SURVEY PROGRAM

Medical Director Dr. Richard Castaldo and staff recently developed a new dementia-oriented sensory evaluation survey for social workers that provides comprehensive data-driven benchmarking of a patient's condition followed by regular monitoring. The program is called D.O.S.E (Dementia-Oriented Sensory Engagement) and begins with the compiling of patient and caregiver input from a Likert scale questionnaire. The patients participating range in age from 69 to 93 years old and have a dementia-related diagnosis.

The survey aims to assess non-pharmacological approaches to managing the disease state and frequency of interventions related to cognitive stimulation activities, physical exercise, Mediterranean diet, social interactions and the use of reminiscence therapy. The questionnaire also measures routines, sleep interruptions, behavioral issues and pain levels.

The program's goal is to determine whether the interventions improve patient outcomes and alleviate caregiver stress. Follow-up surveys are conducted every two months to determine whether interventions, sensory stimulations and suggestions were implemented and whether or not they decreased the patient's behaviors and caregiver stress.

The early results of this program to change lifestyle habits and socialization activities demonstrated a slight difference in better stabilizing the patient's condition and erratic personality tendencies. More positive behavioral outcomes are expected in the coming year as more patients to participate in activity surveys

## NEW DEMENTIA EVALUATION APPLICATION FOR PATIENT CONSULTATIONS AND INTAKE

Niagara Hospice worked with a software development vendor to create a customized mobile device application that aggregates a variety of factors and symptoms into determining patient eligibility for dementia-related diagnoses. The app is used by social workers when they have intake visits with patients, families and caregivers and features a variety of questions that help assess the patient's condition for hospice eligibility. The app also provides the clinical team with a forecasted trajectory of the illness for follow-up consultations whenever individuals are not eligible at the initial assessment.

## TELEHEALTH SERVICES

Niagara Hospice provides Niagara County patients, families and caregivers with free telehealth and videoconferencing services that enable faster consultations and admissions. These rapid response measures also enhance care management and medical monitoring while patients are in our program in homes and at facilities.

This fast, convenient videoconferencing technology enables admission nurses and intake staff to respond faster any time that a family requests a consultation about hospice eligibility for a loved one. Our intake nurses are always available to answer questions about services for any new patients entering the program.

Once patients and families are under our care, nurse care managers also use telehealth to regularly check on vital signs, symptoms and conditions to expedite any clinical care needs for patients and families.

With telehealth technology, Niagara Hospice clinical staff is able to provide all of the following services for Niagara County patients, families and caregivers to help improve quality of life and maximize precious time together for everyone involved:

- ▲ Provide overview of Niagara Hospice eligibility and services available to Niagara County families
- ▲ Offer free consultations to prospective patients and caregivers
- ▲ Answer questions about insurance coverage and locations where care is provided
- ▲ Monitor vital signs and symptoms with patients under our daily care
- ▲ Respond immediately to patient any time when family care needs, issues or questions arise

Following the death of a loved one, the Bereavement Department also offers free, convenient virtual counseling for families and caregivers in the comfort of their home for up to 13 months after the death of a loved one who was in hospice care.



# CLINICAL PROGRAMS SUMMARY

## CONTINUOUS HOME CARE

Continuous Home Care (CHC) is one of the four levels of care provided by Niagara Hospice. It is used only for qualifying situations during a period of crisis to maintain the patient at home and provide caregiver education. CHC includes an eight-hour shift with nursing staff over a 24-hour period. It is not provided in skilled nursing facilities or inpatient hospitals.



## UNIVERSITY AT BUFFALO PARTNERSHIPS

### Jacobs Medical School Student Rotations

Niagara Hospice is a teaching facility affiliated with the UB Jacobs School of Medicine and UB Pharmacy School. Each semester, the Niagara Hospice clinical leadership team welcomes several fourth-year medical students for a two-week rotation with admissions, home care and the Hospice House general inpatient unit.

### Home Care Decisions Research Project

The Admissions Department is collaborating with UB researchers to understand how and when patients and families decide to transition from a home care agency to hospice and palliative services. The researchers are gathering input from prospective patients regarding the factors that shaped their decision to be admitted as well as who assisted and any challenges that occurred.

### University at Buffalo Pharmacy School Student Program

Dr. Robert G. Wahler has been the Director of Pharmacy Services at Niagara Hospice since 2002. He also serves as a Clinical Associate Professor in the School of Pharmacy and Pharmaceutical Sciences at the University at Buffalo. Dr. Wahler includes UB Pharmacy School students in his daily practice of caring for Niagara Hospice patients.

In 2009, he established a student-staffed medication reconciliation service for the Hospice House's general inpatient unit. His research interests focus on identifying and reducing medication related fall risk in the elderly. Using the Medication Therapy Management model, he is developing clinical decision support tools to access medication falls risk, medication cognition impairment and inappropriate medications in the elderly.





# OUR EXPERT CARE TEAM



**DR. RICHARD CASTALDO,**  
*Medical Director*

Dr. Richard Castaldo is the Medical Director for Niagara Hospice and has more than 25 years of experience as a physician. With specialties in internal medicine and primary care, he is also currently serving as the Medical Director for the Pathways palliative care program. He still serves as the Medical Director for Kalos Health. His career has included an affiliation with the Niagara Falls Memorial Medical Center Primary Care and Suboxone Addiction Clinic.

He has been appointed a Clinical Assistant Professor at the University at Buffalo's Jacobs Medical School for his role in guiding fourth-year medical students through their hospice and palliative care elective rotations. In 2002, he was named UB Medical School Teacher of the Year for his work with the program.

Over the last 25 years, he also served as the primary care doctor for Division I student-athletes, specifically the Niagara University Men's Hockey Team.

He has participated in numerous phase two and phase three research projects throughout his career and has been published in various topics.



**DR. JAY NEWMAN,**  
*Assistant Medical Director*

Dr. Jay Newman is the assistant medical director for Niagara Hospice. He is board certified by the American Board of Internal Medicine and brings 30 years of experience to the clinical leadership team at Niagara Hospice. Under medical director, Dr. Richard Castaldo, Dr. Newman provides leadership to the clinical care team while providing comprehensive end-of-life care for Niagara County patients and families facing a terminal illness.

He has extensive clinical experience in a hospital setting, having previously worked as an attending physician in the emergency departments at Kenmore Mercy Hospital, Buffalo VA Medical Center and Mount St. Mary's Hospital. He received the Doctor of Distinction award from Kenmore Mercy in 2018.

He served as Chief Medical Resident at the Buffalo Veterans Affairs Medical Center in 1991 and later as the Chief of Emergency Department. He also served as Chief of the Emergency Department at Kenmore Mercy Hospital.

He is a graduate of SUNY at Buffalo with a B.A. in psychology and earned his M.D. at Autonomous University of Guadalajara in Guadalajara, Mexico.



**DR. TODD M. ORSZULAK, D.O.**

Dr. Todd Orszulak is a Niagara Falls native and graduate of

Canisius College, where he was on an academic scholarship and received a Bachelor's Degree in biology. After Canisius, he graduated from Kirksville Osteopathic medical school in Kirksville, Missouri.

While at Canisius College, Dr. Orszulak learned the difference between Osteopathic (D.O.) vs. standard Allopathic (M.D.) medicine. Osteopathic medicine is a combination of "hands on" musculoskeletal manipulation as well as standard medicine. He saw this as an opportunity to offer a more holistic approach to medicine for his patients especially in a primary care setting.

He finished his training in medical school with outpatient and medicine rotations in Cleveland. After he graduated medical school, he moved back to Buffalo and married his wife, Adrienne. He finished his residency in Internal Medicine through the University of Buffalo Program at Sisters, Buffalo General, ECMC and the VA.



**DR. SAMEER MAMNOON, MD**

Dr. Sameer Mamnoon is an internal medicine physician with more than 20 years of experience in direct patient care. He completed his residency training at the University of Buffalo in 1999. He has extensive experience in chronic disease management and believes in patient-centered care that is delivered with consideration towards the autonomy of patient and family choice and solidarity. He is the medical director

at a local rehabilitation center and has many years of experience managing acute symptoms of patients in hospital settings.



**DR. ROBERT G. WAHLER,**  
*PharmD, BCGP, FASCP, CPE, Director of Pharmacy Services*

Dr. Robert G. Wahler has been the Director of Pharmacy Services at Niagara Hospice since 2002. He also serves as a Clinical Associate Professor in the School of Pharmacy and Pharmaceutical Sciences at the University at Buffalo.

His research interests focus on identifying and reducing medication related fall risks in the elderly. Using the Medication Therapy Management (MTM) model, he is developing clinical decision support tools to access medication falls risk, medication cognition impairment and inappropriate medications in the elderly.

Dr. Wahler received a B.S. degree in pharmacy from Albany College of Pharmacy at Union University and his Doctor of Pharmacy from the University at Buffalo.

He is a founding member and presently on the Board of Trustees as the Niagara Hospice representative to the Society of Pain Palliative Care Pharmacists. He has served as the Pharmacist Section Leader for the National Council of Hospice and Palliative Care Professionals of the National Hospice and Palliative Care Organization.

Specialized as both a Board Certified Geriatric Pharmacist and Certified Pain Educator, Dr. Wahler includes student education in his daily practice of caring for hospice patients. In 2009, he established a student staffed Medication Reconciliation Service for Niagara Hospice's general inpatient unit in which approximately 150 students have reconciled medication lists for more than 2,500 patients over the 10 years of the program.





**DANIELLE M. BURNGASSER,**  
*RN, BSN, Vice  
 President of Hospice  
 Clinical Operations*

Danielle Burngasser is the Vice President of Hospice Clinical Operations at Niagara Hospice. She began her career at Niagara Hospice in 2004 as a full-time home care nurse. She was promoted to Team Leader in 2006 and then to Director of Hospice Homecare Services in 2008.

In 2012, Ms. Burngasser assisted in establishing the organization's collaborative hospice units at the Northgate Health Care Facility in North Tonawanda and Schoellkopf Health Center in Niagara Falls.

She has been certified in Hospice and Palliative Care Nursing since 2009 and is an active member of the Certified and Palliative Care Nurses Association. She earned a bachelor of science in nursing from Niagara University.



**JANET LIGAMMARI,**  
*RN, Director of Hospice  
 Facility Services,  
 Niagara Hospice  
 House*

Janet Ligammari is a native of Niagara Falls. During her 40-year career in the health care field, Ms. Ligammari has received several awards, including the 2005 Mission in Action Nurse Award, and was nominated for the New York State Nurse of Distinction recognition. She started her career as a staff nurse at Mount Saint Mary's Hospital, was promoted to assistant nurse coordinator, and again promoted to Director of the Medical-Surgical Department in 2001.

She also worked for Frank Altieri, MD and James Wopperer, MD for four years as an orthopaedic office nurse before joining Niagara Hospice in January 2007.



**JANE JAMES,**  
*NP, Director of  
 Admissions*

Jane James, NP, is the Director of Admissions

for Niagara Hospice and has been a registered nurse for 18 years. A resident of Lockport, she earned a bachelor of science in nursing from Daemen College and a master of science in family nurse practitioner from D'Youville College.

James has led the admissions department for Niagara Hospice for three years and oversees the Pathways palliative care program. She manages a team of chronic illness educators and care managers who deploy telehealth technology that provides remote, real-time monitoring of symptoms to ensure a rapid nurse response whenever the patient or family has urgent needs.

She is board certified through the American Nurses Credentialing Center (ANCC) and has worked as a registered nurse at Eastern Niagara Hospital in Lockport, where she specialized in the emergency department and critical care medicine before joining Niagara Hospice in 2019. She has also worked in the neuro-surgical intensive care unit at Gates Vascular Institute.

James received the Paul Harris Fellows Award from the Lockport Rotary Club in 2020 and holds several certifications, including BLS (Basic Life Support), ACLS (Advanced Cardiovascular Life Support) and PALS (Pediatric Advanced Life Support).



**SANDRA SAUVAGEAU,**  
*NP, Niagara Hospice  
 House*

Sandra Sauvageau, NP is the Nurse Practitioner at Niagara Hospice House in Lockport. She has been an NP for 20 years and previously worked for Catholic Health in the neurology office for four years prior to joining Niagara Hospice.

She has worked as a nurse practitioner in a sub-acute nursing facility, specializing in internal medicine, and has extensive experience in private practice and hospital settings.

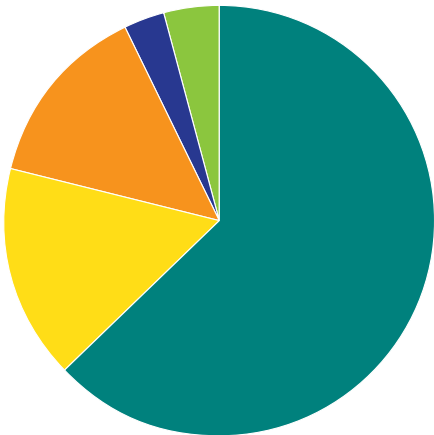
Prior to becoming a nurse practitioner, she worked as a registered nurse in the intensive care unit at Niagara Falls Memorial Medical Center. She received a bachelor of science and master of science from Niagara University and is board certified by the American Academy of Nurse Practitioners. She is also certified in ACLS, MAT (suboxone) and Wilderness Medicine.



# PATIENT LOCATIONS & DIAGNOSES

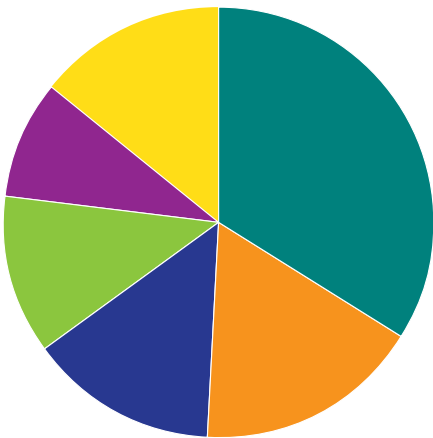
## PATIENT LOCATIONS

- Home Care - 63%
- Skilled Nursing Facilities - 16%
- Niagara Hospice House - 14%
- Hospitals - 3%
- Adult Homes - 4%



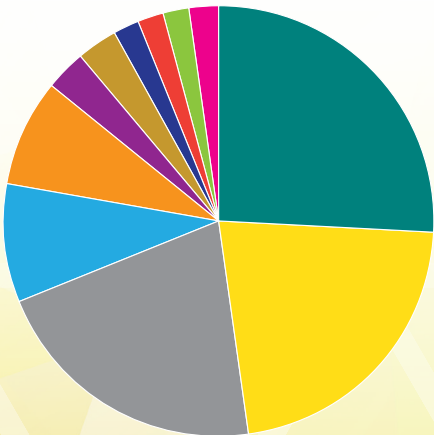
## PATIENT DIAGNOSES

- Cancer - 34%
- Neurologic & Dementia - 17%
- Circulatory & Cardiac Diseases - 14%
- Respiratory Diseases - 12%
- Renal Diseases - 9%
- Other - 14%



## PATIENT CITIES & TOWNS

- Niagara Falls - 26%
- North Tonawanda - 22%
- Lockport - 21%
- Other Towns - 9%
- Lewiston - 8%
- Wheatfield - 3%
- Ransomville - 3%
- Youngstown - 2%
- Middleport - 2%
- Newfane - 2%
- Gasport - 2%





# FINANCIAL SUMMARY

**FISCAL YEAR: JULY 1, 2021-JUNE 30, 2022**

**Net assets, beginning of the year** **\$ \$15,762,597**

**Revenues, gains and other support**

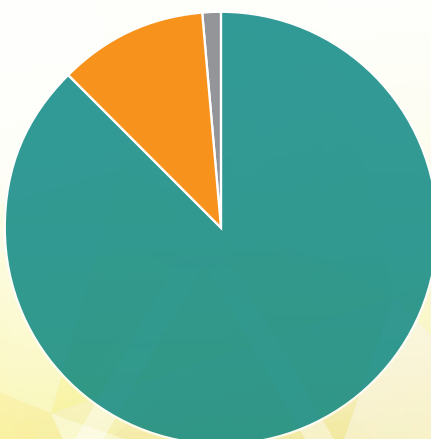
Operating Revenues	16,747,782
Contributions/Memorials	615,168
Grants	4,119
Events	169,921
Other Revenue	-54,653
Net assets released from restrictions	<u>2,217</u>
<b>Total revenue, gains and other support</b>	<b>17,484,554</b>

**Expenses:**

Program Services (87.7%)	14,818,184
Administrative Services (11.1%)	1,875,991
Fundraising (1.2%)	<u>207,635</u>
<b>Total expenses</b>	<b>16,901,810</b>

Change in net assets 580,527

**Net assets, end of the year** **\$16,343,124**



**FISCAL YEAR 2021-22 EXPENSES**

- Program Services (87.7%)
- Administrative Services (11.1%)
- Fundraising (1.2%)

# FAMILY TESTIMONIALS



*"I was overwhelmed by the care you gave my husband. It was a comfort to know he did not suffer at the end. Thank you and God bless."* – **Glenda, Lockport**

*"In 2016, my dear father was diagnosed with lymphoma. We were told by his oncologist to contact Hospice and the next day he was taken into hospice care. He passed away four days later on September 25. It all happened so fast, but the wonderful care that not only my dad was given, but also our entire family, made it bearable. We are forever thankful."* – **Jackie, Middleport**

*"The staff at Niagara Hospice was so calm and compassionate during my mother's time there. I was very comforted having such caring people to help us all through a rough time."* – **Christine, Williamsville**

*"My husband was diagnosed with Parkinson's and dementia. As his disease progressed, he had occasional stays at Hospice House. He loved it and as he often told me, 'This is a really nice place.' His final visit came the week of Christmas and passed Christmas Eve. To this day, I am so grateful for all the angels at Hospice, for the care, kindness and respect they showed him. Thank you all."* – **Carol, Youngstown**

*"My sister spent her final days at Hospice in Lockport. All the staff were attentive and competent. We were very pleased with the care she received. Thank you!"* – **Jane, Ransomville**

*"Thanks to Niagara Hospice, my mom passed away in the loving arms of her family who surrounded her, singing her into the arms of her savior. Your facility made all that possible, and we will be forever grateful! Her care at your facility was stellar, and even a family as big as ours was welcome to sleep on the floor of her room, or gather in the common area for four days. It was wonderful and so very appreciated! Thank you for all you do, and please don't ever stop!"* – **Patti-Jo, Portageville**

*"I couldn't ever thank you enough for the loving care you gave my dear husband suffering from cancer as he was on his way to Heaven. As soon as he was under your care he was at peace. Everyone was right there keeping him comfortable, taking care of every need he had. At the same time, they were so kind to me and my family helping us through those days with their comfort and love. May God bless each one of you throughout the coming years as you continue to be there with your love and care at a time when it is so needed."* – **Betty, Lockport**





# THANK YOU TO OUR 2021-22 SPONSORS!



12 Gates Brewing  
American Concrete of WNY Inc.  
Bavisotto Construction  
Becker Farms  
Bella Rose Winery  
Bittner Singer Farms  
Black Willow Winery  
Brickyard Brewing Company  
Buffalo Ultrasound  
Burke Homes, LLC  
Cheateau Niagara Winery  
Clark Rigging & Rental Corporation  
Cornerstone CFCU  
Dopkins & Company, LLP  
Drum Oil & Propane  
Emerling, Floss, Murphy & Associates, LLC  
Fichte, Endl & Elmer Eyecare  
Fresenius Kabi USA  
Give 716  
Great Lakes Building Systems  
Great Lakes Real Estate  
Half Baked Cookies  
Hardison Funeral Home Inc

Holland Group, LLC  
International Stone Gallery  
JoJo's Ice Cream  
Joseph G Frazier, P.C.  
Katz Americas  
Ki-Po Chevrolet  
Lewiston Porter CSD  
Lockport Dental Group, P.C.  
Lockport Public Library Employees  
M&T Charitable Foundation  
Mahle Industries Inc - Amherst  
Mike Arena  
Mineo & Sapio  
MJ Mechanical Services, Inc.  
Naptime Kraftin  
Niagara Falls Coach Lines  
Niagara Wheatfield Sports Alliance  
Northstar Bikes  
Ontario Construction  
Race Management Solutions  
Regional Environmental Demolition Inc  
Rhoney Funeral Home Inc  
Roswell Park Cancer Institute

Sahlen's Hot Dogs  
SEG Construction Inc.  
Schulze Winery  
Spalding Ace Hardware  
St Peter's Evangelical Lutheran Church  
Stahlka Agency  
Starbucks  
Stuart Sports, Inc.  
Supermarket Management Inc.  
Tater Cakes Bakeshop  
Tim Hortons  
Toms Pro Bike  
Tuscarora Indian School  
Twin City Glass Corporation  
Vanner Benefits, LLC  
Vertical Systems Elevator  
Vision Financial Group  
Wandering Gypsy Brewing  
Waterbourne Construction Advisors, LLC  
Wendt's Propane & Oil  
Wilson Central School District  
Woodcock Brothers Brewing  
Zajac Funeral Home Inc.



# THE HISTORY OF NIAGARA HOSPICE



**1980** - On December 11, the first gathering of individuals interested in developing a hospice in Niagara County took place at the Payne Ave. Christian Church at corner of Payne Ave. and Wheatfield St. in N. Tonawanda

**1986** - A Certificate of Need is presented to the NYSDOH (New York State Department of Health) by then board President, Patricia Evans

**1987** - On November 30, a Certificate of Amendment was filed to change the name of the corporation to Niagara Hospice, Inc.; all necessary policies and procedures developed by newly hired first CEO, Martin Jackson

**1988** - In June, Niagara Hospice, Inc. was licensed to serve its first home care patients

**1996** - In February, the newly built Sunset Drive administrative building opened under the leadership of Carol Gettings, CEO

**1999** - On June 1, Niagara Hospice received accreditation on June 1 from the Accreditation Commission for Home Care, Inc.

**2000** - Current Niagara Hospice CEO, John Lomeo, is hired in August

**2001** - Camp Hope was established as the first bereavement camp for children in Western New York

**2002** - Niagara Hospice established a Pet Visit Volunteer program

**2004** - In December, the \$3 million "Wings of Serenity" campaign was launched to build Niagara Hospice House.

**2005** - In September, the Niagara Hospice Pharmacy Practice residence program was accredited by the American Society of Health-System Pharmacists. It is the first pharmacy practice with emphasis in home care based in a hospice to receive accreditation in the nation.

**2006** - In May, construction of Niagara Hospice House began on the Niagara Hospice campus on Sunset Drive in the Town of Lockport.

**2007** - On June 5, the first patients were admitted to Niagara Hospice House.

**2010** - In February, Niagara Hospice opened two additional residential suites at Hospice House, bringing the total to 10 residential and 10 general in-patient.

**2012** - In March, Hospice at Jeanne's House - a Northgate and Niagara Hospice Collaboration began serving residents in need of both 24-hour skilled nursing and hospice services. Notably the only collaboration of its kind in New York State at the time.

**2013** - On May 10, Niagara Hospice and the Schoellkopf Health Center announced a new partnership to open a dedicated hospice unit on the Niagara Falls Memorial Medical Center campus. David's Path is named for David Winker, a beloved Memorial Medical Center employee who spent his final days surrounded by family members while being cared for at Niagara Hospice House.

**2017** - June - Niagara Hospice House celebrates 10 years of service; July - Niagara Hospice House residential wing named in honor of Paul Beatty, Sr. "Paul R. Beatty, Sr. Residential Suites."

**2018** - On June 5, Niagara Hospice commemorated its 30th anniversary, having served more than 25,000 Niagara County residents and their families.

**2018** - In September, the 10th annual Niagara Hospice Dash 5K fundraiser was held in Youngstown, N.Y. with more than 1,500 runners participating.

**2018** - In November, the Niagara County Legislature issued a proclamation for National Hospice Month and the 30th anniversary of Niagara Hospice.

**2020** - In May, the Niagara Hospice House converted four of its 10 general inpatient suites into negative pressure suites to accommodate patients with infections.

**2020** - In December, Niagara Hospice received its renewed accreditation from the Accreditation Commission for Health Care (ACHC), making it the only hospice in Western New York to attain this distinction. Accreditation is a voluntary activity in which health care organizations submit to peer review of their internal policies, processes and patient care delivery against national standards. By attaining accreditation, the organization continues to demonstrate its commitment to maintaining the highest level of excellence in services and customer satisfaction.

**2021** - On June 4, the New York State Department of Health approved the Niagara Hospice expansion project to add six residential patient suites to the Niagara Hospice House. The \$2 million facility project will bring to total, 16 residential suites. Niagara Hospice House opened in June 2007 as a state-of-the-art facility that has been the model of hospice facilities throughout the country.





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