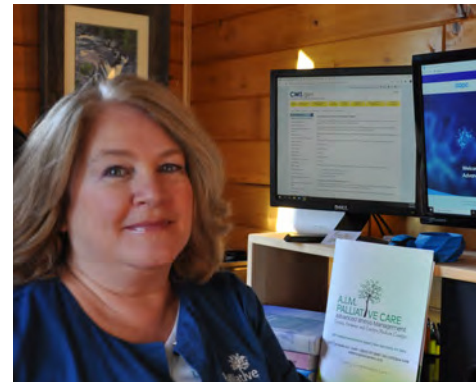


# 2020 ANNUAL REPORT



*"When you need us most."*





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## BOARD OF DIRECTORS, LEADERSHIP TEAM & DEVELOPMENT COUNCIL

### President

Steven Brown, DM FACHE(R)

### Vice President

William Miller

### Secretary

Caludia Jasinski

### Treasurer

Stephen L. Caruso

### Member-At-Large

Sidney J. Blatt, M.D.

### Board Members

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Allison Damiano-DeTraglia

Joannie Grande

Melanie Greene

Patricia Lennon

Paul Pimpinella, Esq.

Rev. Tamara Razzano

Jeremiah Sweet

Mark Warfel D.O.

Justin Wilcox

### Chief Executive Officer

Shannon Cayea

### Chief Operating Officer

Joanne Moskal

### Director of Clinical Services

Lisa Alteri

### Clinical Supervisor

Lindsey Gotti

### Compliance & Quality

### Director

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### Finance Consultant

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Claudia Jasinski

### Vice President

Jan Corn

### Secretary

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### Treasurer

### Development Council

### Members

Michael Aiello

Jennifer Fanelli

Rebecca Ferris

Brandon Hamlin

Delores McDowell

Doreen Nicholls

Diane Reilly

Paul Rejman

Shawn Weiman

Elias Zeina

Sharon Zohne

## GRANTORS & FOUNDATIONS

**Investment in our organization by these grantors and foundations during the 2020 Fiscal Year greatly contributed to our success.**

Burrows Family Foundation  
 Canastota Community Chest  
 CNY Community Foundation  
 Excellus Blue Cross/Blue Shield Community Grant  
 Golub Foundation  
 Kinney Drug's Foundation  
 Rome Community Foundation  
 Slocum Dickson Foundation  
 Stewart Shops Holiday Match  
 The Community Foundation of Herkimer  
 & Oneida Counties

The Gilbert & Ildiko Butler Family Foundation, Inc.  
 The Indium Corporation & Macartney Family Foundation  
 The Sears Family Foundation  
 United Way of Rome and Western Oneida County  
 United Way of the Valley and Greater Utica  
 United Way of the Greater Capital Region  
 United Way of Greater Oneida  
 United Way of Central New York  
 Utica National Group Foundation  
 WalMart Community Grant New Hartford #1677  
 WalMart Community Grant Marcy DC #6038





## MESSAGE FROM

**Steven Brown, DM FACHE(R), Board President and  
Shannon Cayea, Chief Executive Officer**



### Dear Friends,

Living and working in the Mohawk Valley has proved to be fortunate this year. Why? Because we are surrounded by individuals who consistently demonstrate compassionate care and support for those who need it most, especially those being referred for hospice and palliative care services.

As we reflect on this past year, I believe we need each other more than ever. Thanks to our staff, volunteers, board, and the generous support we received from the community, we were able to provide quality compassionate care to 1,883 palliative care and hospice patients and their families in the face of a relentless pandemic.

This year presented a significant challenge to all of us, but we are proud of Hospice & Palliative Care, Inc.'s thoughtful and proactive approach in responding to Covid-19. Covid related protocols were put into place immediately. We were fortunate to secure

a substantial inventory of PPE to ensure that our staff was safe while serving on the front lines. For the last 15 months, our team of clinical professionals has worked rigorously to provide compassionate care to our patients and their families. Staff demonstrated again and again that even a global pandemic could not separate the human from the humane.

We are also grateful to the HPCI trained volunteers who generously provided 733 hours of their time, in a pandemic, to call our patients, sew masks, run errands, and cook for our patients and their families. Our We Honor Veterans program focuses on the unique needs veterans face at the end of life. We have been fortunate to continue this program in 2020. One of our very own volunteers, Bob Mahar, was recently recognized for his outstanding volunteer work with this program despite Covid.

Our AIM Palliative Care program saw a record number of patients being referred for at home treatment of chronic illnesses. During a time when many people avoided hospital emergency rooms, this program allowed patients to receive immediate medical attention at home. Telehealth allowed our team of medical professionals a virtual look into what the patients were experiencing with a click of a button.

As we face 2021, we will accept new challenges and look for opportunities to strategically expand our business platform and improve utilization in our community. Hospice & Palliative Care received Elite Quality Status for the third year in a row from the Centers for Medicare Services. Our program now ranks fifth in all of NYS for quality of Hospice programs. The work is not done though, the initiatives we seek will help us grow into the future. We have been through an unprecedented year, a year like no other, but we faced it together and are emerging stronger than ever. We provide compassionate care in the moment while planning for a vibrant future where we will continue to inspire hope. We are here when you need us the most.

Thank you for your continued support of our mission.

**Steven Brown, DM FACHE(R)**  
Hospice Board President

**Shannon Cayea**  
Chief Executive Officer





# OUR PROGRAM & SERVICES

## CARING FOR PATIENTS & FAMILIES

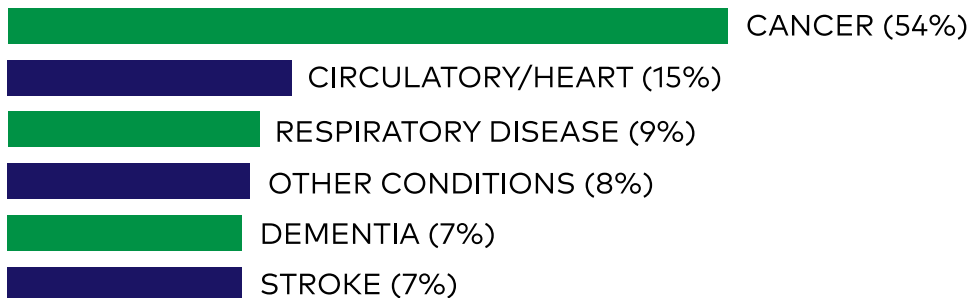
Hospice is a specialized type of care that is utilized when a patient and their doctor determine that future efforts to cure the illness are no longer feasible or desirable. We offer an extensive array of services for newborns through adults, along with comprehensive support for the patient's loved ones. Our focus is on helping patients make the most of every moment of living by ensuring they are as comfortable and as pain-free as possible.

Hospice is all about quality of life and making every moment count. It is a choice that can provide patients and their loved ones with comfort and dignity in a difficult time. During the pandemic that began in 2020 our nurses were out in the field every day caring for terminally ill patients in our community. The ever-changing situation regarding COVID-19 affected each one of us and we worked together to overcome challenges.

For the last 43 years, Hospice & Palliative Care's main priority has been to maintain services and ensure the safety of our patients and families, as well as the safety of our staff and volunteers. We are continuing to closely monitor developments in relation to COVID-19 and we are following guidance from the New York State Department of Health, CDC, and state and government officials. We continue to work daily with our local hospitals to identify hospice eligible patients and facilitate discharge to their own home, Hospice's Siegenthaler Center, the Abraham House, the Rome Home or other facilities.

Our professionally trained staff are respected and trusted by those we serve, and we are privileged to be welcomed into their lives. In 2020 we admitted 778 patients to our hospice program.

## 2020 PATIENTS PRIMARY DIAGNOSIS



## QUALITY ACHIEVEMENTS

Hospice & Palliative Care received Hospice Honors Elite Status for the 3rd year in a row from HEALTHCAREfirst Inc. The Prestigious Hospice Honors program recognizes hospices providing quality of care from the caregivers' point of view. Based on feedback from caregivers themselves, the Hospice Honors recognizes agencies who truly stand out based on level of care and commitment displayed to their patients and their caregivers.

Hospice & Palliative Care, inc. rated number 5 out of 50 hospices in New York State for our Quality Data on Hospice Compare for our Hospice Items Set (HIS) Quality Data and Consumer Assessment of Healthcare Providers and Systems (CAHPS) satisfaction surveys.

Keeping our patients safe, and comfortable wherever the patient calls home is the hallmark of our quality of care. The Centers for Medicare Services (CMS) requires all Hospices to send out a survey to obtain feedback from the patient's caregiver. Hospice & Palliative Care scored high in several categories and exceeded the national average in many categories. These ratings are published on the Care Compare Website <https://www.medicare.gov/care-compare/>



## OUR PROGRAM & SERVICES (continued)

### A.I.M. PALLIATIVE CARE PROGRAM

Advanced Illness Management (AIM) Palliative Care is an outpatient palliative program providing services in the patient's home. The AIM team focuses on improving the quality of life for chronically ill patients and their families. This is our third year helping to manage and treat symptoms related to chronic illnesses. We have successfully installed telehealth devices into our patients' homes which allows our staff to monitor patients' oxygen level, blood pressure, weight and temperature. The device also allows us to post diagnostic questions and assess symptoms.

From January 2020 until December 2020 AIM provided care to 169 patients. Many of these patients are still receiving AIM services while many others have transitioned to hospice care. In the last year we provided 38 people with telehealth services.

#### AIM Palliative Care Team

This year we have added to our team a part time NP to complement our full time NP. As part of the Palliative experience a Registered Nurse and Access Liaison (SW) help assist and provide guidance to patients and families. The goal of AIM is to provide guidance, assistance and emotional support to the patient and family when making difficult decisions. **AIM provides the following services:**

- Care for patients experiencing a long-term chronic illness.
- Education on the disease process.
- Assistance with difficult medical decisions, helping patient/family weigh pros and cons of various treatments.
- Collaboration with Primary Care Physician/Specialists to improve patient satisfaction (Patient keeps entire medical team, we are an extra layer of support.
- Access to community resources that will help the patient and family in their home such as medical equipment, private hire, transportation, or office of the aging etc.

### TELEHEALTH

- Our telehealth program proved to be invaluable this year as it allowed our staff to provide remote monitoring during the height of Covid-19. Our AIM Palliative Care team provided telehealth services to nearly 175 patients during 2020 when so many were fearful of in-person healthcare services.
- Our AIM Palliative team remotely monitored chronically ill patients in the community and made recommendations based on symptoms they were experiencing thus reducing the need for unnecessary re-hospitalizations.
- Telehealth has proven to increase patient satisfaction as it allows patients and families to feel empowered by actively participating in their own care while reducing the need to visit the office or hospital. AIM Palliative Care patients respond daily to a set of questions alerting our team to changes that require immediate attention through a call, video visit or in-person visit. This allows us to provide maximum relief of symptoms associated with chronic illnesses.
- The success of the program has influenced our decision to expand its service to Hospice patients in 2021.



## OUR PROGRAM & SERVICES (continued)

### HOSPICE SOCIAL WORKERS ARE EXPANDING SOCIAL WORK ROLES

Hospice social workers are licensed master and clinical social workers (LMSW's & LCSW's) who annually educate themselves in end-of-life care through continuing education credits. In hospice care, the social worker is a vital member of the team who caters to the needs of their patients and families. Their insight, support and recommendations vastly improve the experience of the patient and his or her family. Hospice & Palliative Care social workers are great advocates for patients. Because there are many facets that impact a patient's life, our social workers get to know patients and their goals and wishes. This information is communicated to the interdisciplinary team as well as the patient's family by the social workers to ensure the patient's voice is heard.

While hospice social workers assist patients and families with the usual tasks a social worker would do, our social workers have been busy this year going above and beyond to support patients and families. Our social workers have been helping patients and families capture memories by having professional pictures taken through our Faces of Hospice program. In conjunction with professional photographer Mark DiOrio, our social workers have been able to help patients and families create keepsakes that their families will cherish for generations.

Additionally, our hospice social workers were able to assist one of our patients and his wife renew their wedding vows. With the heartbreaking thought that "Mr. B" a hospice patient, would not make it to celebrate another wedding anniversary, the hospice social worker came up with a plan for him and his wife to renew their wedding vows. "Mr. B" and his wife, in front of their family and friends, were able to celebrate their love one last time.

### VOLUNTEERS SUPPORT OUR STAFF AND OUR PATIENTS

The Hospice & Palliative Care Volunteer Department works with each volunteer to make sure they are being utilized in the best possible way. Each volunteer brings something unique to the Hospice & Palliative Care team and they are matched with the volunteer opportunity that best suits their personalities and preferences. Every volunteer completes an initial training program and receives annual education thereafter. Volunteers are valued members of the Hospice & Palliative Care team.

Throughout the COVID-19 pandemic, 90% of our volunteers remained active, volunteering in various capacities needed by the agency. Thanks to our comprehensive online training, we were even able to add six more volunteers to the team, during the pandemic. Volunteers continued to call patients and families, run errands, grocery shop for our Siegenthaler Center, prepare meals and baked good for patients and assist administratively from home. The hospice team is very excited to be welcoming our volunteers back.





## OUR PROGRAM & SERVICES (continued)

### BRINGING SPIRITUALITY TO PATIENTS

Despite the challenges of Covid-19, Hospice was able to provide spiritual care to all patients and families that desired it.

A large component of spiritual care services this past year was the availability of our Spiritual Care Coordinator to go into homes and care facilities to provide spiritual care for patients/families who were not connected to a faith community or when a patient's/family clergy person could not visit due to Covid-19. As an essential worker utilizing appropriate PPE, the Spiritual Care Coordinator provided a caring presence, ministered to spiritual/religious needs, end of life prayers and adapted funerals for Hospice patients/families. The Spiritual Care Coordinator spoke with many patients/families over the phone due to patients/families covid precautions.

Occasionally the Spiritual Care Coordinator utilized Face Time visits to connect family members. The Spiritual Care Coordinator supported Hospice Team members through informal affirmation, listening, and encouraging self-care.

### BEREAVEMENT ASSISTS WITH HEALING

Hospice bereavement counselors provide support to our patients' families for 13 months after the death of their loved one. In this pandemic year much of the support has been by phone and zoom. Our bereaved have faced such increased stressors that support has been welcome and needed. The bereavement counselors contact 60-70 families each month for initial bereavement assessments and provide ongoing counseling to 80-100 families. Condolence cards signed by the interdisciplinary team are sent out to families after their loved one dies. Community education is provided as well. Our staff participated in a nationwide zoom conference put on by the National Task Force on Intellectual Disabilities and Dementia, giving a presentation on Self Care for the Caregiver. Community education was provided to several nursing homes on Managing Stress and Self Care because of the high volume of death the staff were experiencing in their facilities. The Bereavement Services phone line allows us to offer education and referrals to bereaved in the community who call throughout the year looking for resources and support. Our bereavement counselors speak on local television programs providing education on grief and promoting our bereavement groups. Our bereavement team also participated in a grief counseling certification course.

Our bereavement groups were held with social distancing and masking and were more limited in size to allow for the safety of our staff and the participants. Some groups and workshops were also offered via zoom. The groups have been well attended this year. Groups included Spousal Loss, Adult Parental Loss, Young Widows, and Brave Hearts. Brave Hearts has been offered as a virtual group via zoom for children ages 6-12 to help them deal with loss and grief. Our annual Grief and the Holidays workshop was offered via zoom, as were workshops on Grief after the First Year.

Bereavement volunteers call our hospice families 3, 6, and 12 months after the death of their loved one to give them an outlet to support their grief. The volunteers are an invaluable part of our bereavement support and refer families back to our bereavement counselors when they determine that family members are in need of professional counseling.

Our five bereavement mailings were edited and revised this year; they are now in color and offer families education and validation of their grief.





# STATEMENT OF FINANCIAL POSITION

## REVENUE AND SUPPORT

### Patient Care Reimbursement

Medicare/Medicaid/Other Insurance (74.4%) ..... \$5,268,622

### Public Support

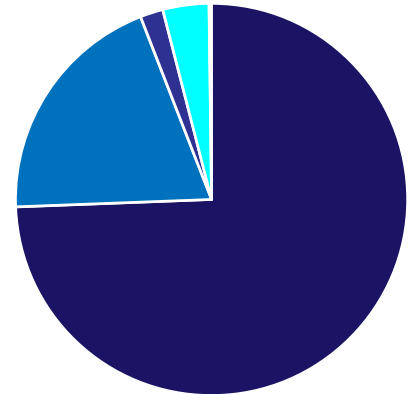
Contributions/Grants (19.7%) ..... \$1,394,015

Investment Income (1.9%) ..... \$136,319

Fundraising Income (3.8%) ..... \$266,977

Other Income (0.2%) ..... \$10,915

**TOTAL REVENUE AND SUPPORT: \$7,076,848**

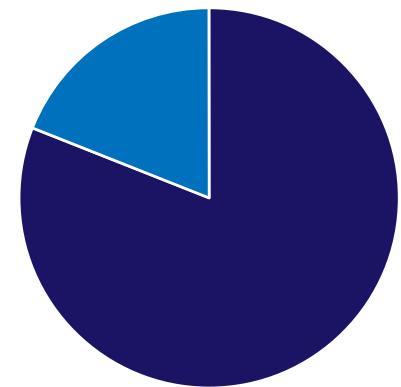


### Operating Expenses

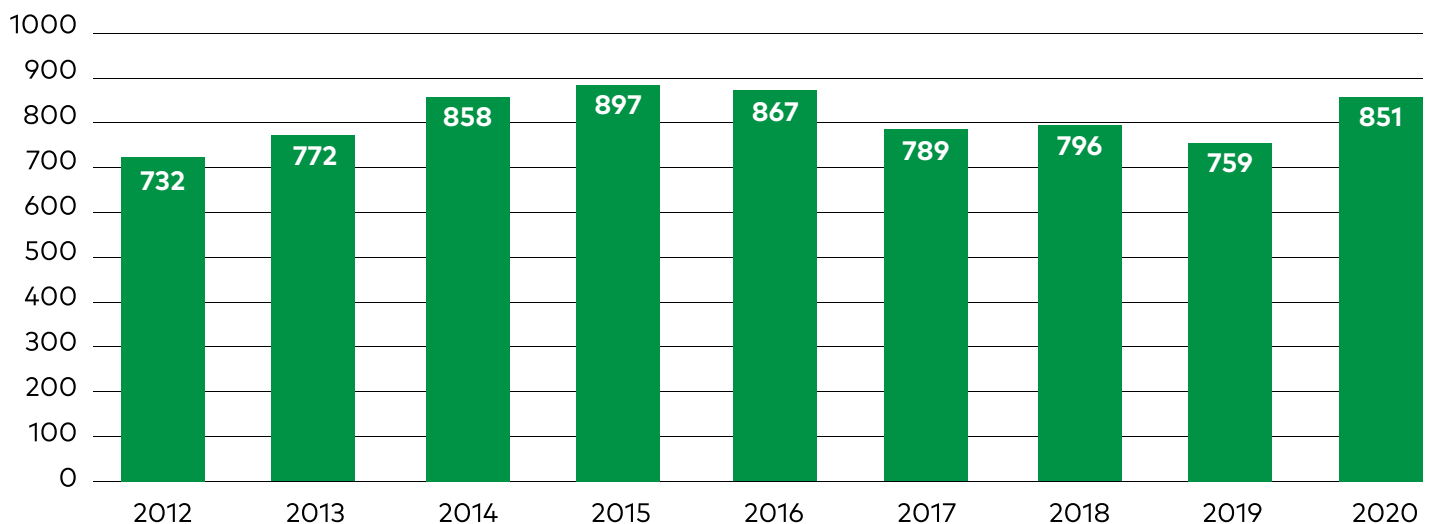
Program Services (81%) ..... \$4,623,610

Administration, General and Fundraising (19%) ..... \$1,095,695

**TOTAL EXPENSE: \$5,719,305**



## Patients served from 2012-2020





# HOSPICE MAKES A DIFFERENCE

Together We  
Made A Difference in 2020

**1,032** palliative care patients  
received services.

**86,085** HOURS

were provided to Hospice patients and  
their families by the Hospice  
interdisciplinary team.



**1,991** MILES

were driven by Hospice volunteers who provided  
services to our patients and their families.

**27,527** VISITS

were made by our Hospice interdisciplinary  
team including Physicians, Nurses, Certified  
Home-Health Aides, Social Workers,  
Bereavement Counselors and Spiritual  
Care Coordinators.

**851** HOSPICE PATIENTS and  
their families received  
hospice care and services

*"When You Need Us Most".*

**\$18,098**

IS THE COST savings provided by our volunteers for their  
services to our Hospice patients and families.

LESS THAN  
**.2%**

of Hospice's  
patients went  
back to the  
hospital.



OVER  
**85**

veterans were honored  
through our **We Honor  
Veterans** program.

**59** HOSPICE  
VOLUNTEERS  
PROVIDED

**733**

HOURS  
OF  
service to our patients and their families.



# HOSPICE MAKES A DIFFERENCE

We would like to thank each and every one of you for your kindness and compassion shown to Jack during his time at home. The Admissions Nurse, starting us off and steering us in a new and unknown direction. First contact with assistance was awesome, so compassionate. You could tell LPN's cared and wanted to help in any way they could. You could tell they really enjoyed what they do and were comfortable. You taught me how to change a bed with a person in it. Thank you for your kindness. The Social Worker, your kindness and caring to all of us always making sure we were okay too. The Primary Nurse, we certainly leaned on you to teach me those nursing skills that weren't really up my alley. Knowing exactly what to say so we knew what, when and how to do it. You care! The Spiritual Care Coordinator, very much appreciate the time spent with Jack and Edith whether just chatting or spiritual. The On-call, thanks for being there and walking us through what we needed to do. Comforting. The day we had to say good-bye, so professional and kind. Thank you! – **Jack's Family**

Thank you so much for everything you guys did to help take care of my Dad, Dennis. It means more than you know. – **Dennis's Family**

I cannot express enough my gratitude to your group for the care and support you gave to John before his passing. I am so glad he was able to be at home and I could not have done it without you. John's whole team was just great. Keep up the good work. – **John's Family**

Thank you for your kind expression of sympathy. Thank you for the care you gave to our dear Mother, albeit short. You are all wonderful. We appreciate your gracious offer of further support. God Bless you all!  
– **Kathleen's Family**

I will be forever grateful (as will my family) for the love & care received by our Mom during her end of life care with Hospice. Our nurse's genuine care, concern and love for our Mom was evident every single time she walked through the front door, because of her, my Mom was able to be home throughout her illness, and for that, I have gratitude that words could never express.– **Mary Beth, Daughter of Patient**

Thank you for the compassion and care for our Mother, Linda. You were always there when she needed you. A very special thank you to our nurse. We could not have asked for a more loving and caring nurse for our Mother. She was wonderful, kind, caring and always straight with our family. Thank you from the bottom of our hearts.  
– **Linda's Family**

I want to thank the "team" that helped me and my husband thru this journey. It was and still is a very sad journey but none the less...a journey. All those who came to the house, your care of my husband, your concern for us both, your hugs and encouragement will never be forgotten. My grieving brought me to meet the bereavement counselor. She has helped me understand, accept and explain all the different emotions, memories and feelings I was and am experiencing. I can't count how many times she said, "it's ok", referring to my unending flow of tears. Bottom line, I THANK YOU ALL! It's a journey I don't want to travel again, but if I have to...it will be with Hospice's help. With sincere love and appreciation – **Pam**



## OUR SPECIAL EVENTS



As we reflected on 2020 so many things came to the forefront, including the COVID – 19 Pandemic, social unrest, and political uncertainty, that it was difficult at first to remember all the good that happened in 2020. We sometimes tend to focus on what is wrong in the world instead of finding all the good and focusing on all the successes we had. Our Development Council that is made up of 15 men and women is an amazing group of individuals who are "glass half full" kind of people. So, let us talk about that "half-full glass" while reflecting on 2020. 2020 was a unique year for fundraising. Despite the pandemic and social distancing our Development Council with support from the community, sponsors, donors, the Hospice Board of Directors, staff, and volunteers was able to raise \$249,859!



Our Butterfly Release took on new meaning for many as they were able to release their butterflies with their family and friends somewhere special to them. We combined our Telethon and Light Up A Life Campaigns into a joint appeal that helped us to remember those we have loved and lost, and for those who donated \$100 or more to this campaign we added a beautiful keepsake cardinal ornament as a cherished reminder of their loved ones. Our Epicurean Delight fundraiser could not be held in person, but we were able to enhance our online auction that guests really enjoyed!



As we reflect on 2020, we are overwhelmed with feelings of great humility, pride, and gratitude for the many people, both past and present, who have brought this organization to where it is today. Because of you, we continue to evolve to meet our communities' growing needs, providing them with the highest level of quality and compassionate care through our services. It is an honor to work with such devoted and compassionate staff, volunteers, Development Council Members and Board Members, and we look forward to a healthy and peaceful 2021.

## 2020 Hospice & Palliative Care Sponsors

Hospice & Palliative Care is truly grateful to our 2020 Event Sponsors. **Your sponsorship assisted us in fulfilling our mission of quality, compassionate care.**

### PLATINUM SPONSOR

Gilroy, Kernan & Gilroy  
Nunn's Home Medical Equipment

### CORPORATE SPONSORS

NBT Bank

### GOLD SPONSORSHIPS

Bond, Schoeneck & King Attorneys  
First Source Federal Credit Union  
McDonald's Corporation  
MetLife Foundation  
Mohawk Valley Health System  
Rome Health  
The Estate Planning Law Center

### SILVER SPONSORSHIPS

Betsy Ross Nursing &  
Rehabilitation Center

Caruso McLean & Co., Inc.  
Compson & Pimpinella, PLLC  
Events Forum, Inc.  
GPO Federal Credit Union  
Pavia Real Estate  
Steet-Ponte Ford Lincoln Mazda  
Total Solutions  
Utica First Insurance Company

### BRONZE SPONSORSHIPS

AmeriCU Credit Union  
Bank of Utica Foundation  
Dermody, Burke & Brown, CPAs, LLC  
EyeCare Center of Rome  
Little Falls Community Outreach  
Little Falls Hospital  
McQuade & Bannigan, Inc.  
Slocum-Dickson Medical Group  
Third Gate Partners, Inc.

Universal Bookkeeper, Inc.  
Vanderhoof Construction

### FRIEND OF HOSPICE

APR Travel Inc.  
Assured Information Security, Inc.  
The Community at Sunset Woods  
Fitzgerald, DePietro & Wojnas  
CPA's, PC  
Fred F. Collis & Sons, Inc.  
LaBella Land Surveying, P.C.  
Leone's Refrigeration &  
Appliance Service  
Valley Health Services, Inc.