



2021

ANNUAL REPORT



"When you need us most."





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MESSAGE FROM

William Miller, Board President and
Mary Bogdan, BSN, CHPN, CHPCA, Chief Executive Officer



Dear Friends of Hospice,

No matter the team member's job title, the Hospice & Palliative Care, Inc. staff have always been and always will be heroes. This past year, they displayed true heroism for the entire community to see as they continued to face the COVID-19 pandemic with great courage. But courage is just one part of what defines heroism. Compassion, empathy, determination, and grit are also necessary elements. Hospice & Palliative Care, Inc. team members displayed grit by putting in long days caring for those with life-limiting illnesses. Team members relied on their determination to resolve a myriad of challenges presented by the pandemic. Empathy and compassion were essential as they supported their co-workers, patients, and their own families.

While we have seen many difficult days, the pandemic shone a light on the best in all of us. One constant this past year has been the will, and determination of the entire Hospice & Palliative Care, Inc. team. It is impossible to look back on 2021 without noting the pandemic's continued impact on our services and what we have achieved.

The pandemic created a surge of transformation and collaboration at Hospice & Palliative Care. With a creative and dedicated staff, we were innovative and found unique and creative solutions to meet the needs of our community. We will always put community and our service to the community first. In collaboration with our Board of Directors, Hospice & Palliative Care will continually seek to identify community needs for end-of-life care, grief & bereavement care, and support for caregivers.

Despite its continued challenges, 2021 renewed our dedication to our purpose. We strive to learn and grow from the past and provide better, high-quality, compassionate care to improve end-of-life care for those in the communities we serve. Now more than ever, Hospice & Palliative Care's entire team stands united in purpose, committed to our mission, community, and each other.

We appreciate each & everyone of you and your continued support.

William Miller
Hospice Board President

Mary Bogdan, BSN, CHPN, CHPCA
Chief Executive Officer





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Diane Reilly

Paul Rejman

Pat Robinson

Shawn Weiman

Sharon Zohne

GRANTORS & FOUNDATIONS

Investment in our organization by these grantors and foundations during the 2021 Fiscal Year greatly contributed to our success.

Burrows Family Foundation
 Canastota Community Chest
 Excellus Blue Cross/Blue Shield
 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 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



OUR PROGRAM & SERVICES

CARING FOR PATIENTS & FAMILIES

The Covid Pandemic Impacted Hospice in so many ways over the past two years. Our team who specializes in the management of end-of-life care were considered front line workers and had to make many adaptations in the care management of our patients and families. We began by decreasing the potential of exposure to patients, family and staff. Volunteers were limited to office base tasks, food drop offs, supportive phone calls and grocery shopping. We also maximized our use of technology.

The nurses no longer reported to the office for care team meetings, but met as a team over zoom each day, maintaining open lines of communication. The Hospice team ensured that all needs were met and continue to do so. The Nurses, Social Workers and Spiritual Care Coordinator are truly health care heroes. As the hospitals stopped visitors during this time, our Hospice workers were more even exposed to this pandemic, while caring for our patients and families in the community, without visitor restrictions.

With distance restrictions and mask restrictions we also had to think of other avenues to raise funds to serve our specialized Hospice population. Our live auction went to an online forum. This was met with great success as our community wanted to continue to engage with the wonderful organization that Hospice is.

Hospice is such a unique organization. It specializes in end-of-life care, when doctors have determined that no further efforts to cure the illness exists and it is no longer feasible or desired by the patient. Our patients vary in age from newborn to the advanced elderly patient. We offer comprehensive support to manage the holistic care of the patient and family. Even after a patient passes, Hospice does not leave, but continues to offer support to the bereaved for thirteen months following a death of a loved one.

For the last 44 years, Hospice and Palliative care has maintained services and ensured the safety of our patients and families, as well as the safety of our staff and volunteers. As state regulations are lifted, we are hopeful as an agency to begin returning volunteers into patients' homes.

Our staff and volunteers are respected and trusted by those we have had the privilege to serve and share in their wishes of a comfortable end-of-life.

QUALITY ACHIEVEMENTS

In 2021, HPCI had 855 admissions of which 76% were from Oneida County, 14% from Herkimer County, and 10% from eastern Madison County. During this time, the patients received 44, 948 visits from the hospice interdisciplinary team.

The Hospice Item Set (HIS) is a standardized set of items intended to capture patient level data on each hospice patient admission. The Comprehensive Assessment measure ensures all our hospice patients receive a holistic assessment at admission. The Comprehensive Assessment is based on the patient's treatment preferences, beliefs and values, pain screening and assessment, shortness of breath screening and assessment, treatment with an opioid, and bowel regimen. HPCI achieve 100% for this quality measure in 2021.

HPCI has achieved Hospice Honors Elite status for the fourth year in a row by HealthCarefirst. Hospice Honors Elite recipients are leaders in providing quality care and constantly seeking ways to improve and are based on the Consumer Assessment of Healthcare Providers and Systems (CAHPS) satisfaction surveys. The CAHPS survey focuses on experiences of care involving patients and families along with promoting effective communication and coordination of care. The willingness of our patient's families to recommend our hospice improved by 3.5% in 2021 to the overall score was 92.6% for 2021.

2021 PATIENTS PRIMARY DIAGNOSIS

CANCER (51%)

CIRCULATORY/HEART DISEASE (15%)

DEMENTIA (10%)

RESPIRATORY DISEASE (9%)

STROKE (5%)

OTHER (3%)



OUR PROGRAM & SERVICES (continued)

A.I.M. PALLIATIVE CARE PROGRAM

Advanced Illness Management (A.I.M.) Palliative Care is an outpatient palliative program providing services in the patient's home. The A.I.M. team, focuses on improving the quality of life for chronically ill patients and their families.

The goal of the A.I.M. program is to provide guidance assistance, emotional support to the patient and family. A.I.M. provides the following services:

1. Care for patients experiencing a long-term chronic illness.
2. Education on the disease process.
3. Assistance with difficult medical decisions, helping patient/family weigh pros and cons of various treatments.
4. Collaboration with Primary Care Physician/Specialists to improve patient satisfaction (Patient keeps entire medical team, we are an extra layer of support.)
5. 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.

A patient was admitted to Advanced Illness Management, Palliative Care Services (A.I.M.), with a diagnosis of end stage COPD. He was referred to A.I.M. by Rome Medical Group. During the patient's time on A.I.M. staff helped to navigate coordination of his care with his specialists, VA, and primary care physician. They found great reassurance in knowing his condition was being closely monitored by the RN and NP.

During his admission with A.I.M., staff worked diligently to obtain needed medical equipment, home physical/occupational therapy referrals, and other community resources to enhance his quality of life. Patients spouse continued to express her gratitude for A.I.M. staff for their continued education and guidance as the patient's disease progressed. During these times A.I.M. staff had the "difficult conversation" with the patient as well as his spouse. The patient knew as his health declined; he would need to make some difficult decisions.

During these challenging times A.I.M. staff continued provide emotional support and reassurance. Patient remained on A.I.M. until 14 months later at which time staff helped facilitate a smooth transition to Hospice. Patient was admitted to hospice services and remained on hospice services for over 5 months.

The patient was extremely prideful of two things in his life, his military career, and his family. He served 22 years in the Air Force, during which time he served in Vietnam. During home visits he would smile with pride as he showed off his military plaques and awards. He and his wife celebrated 50 years of matrimony and together they had 3 beautiful children. During home visits the patient and his wife would often update staff of the many travel adventures or stories of their six grandchildren and eight great grandchildren. Family continued to express their support to the A.I.M. staff for continued guidance, emotional support, and reassurance during some of their most challenging days.



OUR PROGRAM & SERVICES (continued)

HOSPICE SOCIAL WORKERS MEETING PATIENTS NEEDS

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. As there are many factors impacting a patient's life, our social workers get to know patient's 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. Around the holiday season, social workers worked alongside local churches and colleges to arrange for meals and gifts for patients and families. These efforts helped turn around some of the sadness of a last holiday together so the patient and family could focus on being together and sharing special traditions.

Our hospice social workers were able to assist one of our patients achieve a bucket list goal. When given a terminal diagnosis, "Mrs. S" felt she had to stop living. She further expressed sadness in dying without reuniting with family members out of state. "Mrs. S" had been physically separated from these loved ones since the pandemic started. The social worker reached out to the Dream Foundation, a nationwide organization granting wishes to terminally ill adults so "Mrs. S. could go visit her family one last time. "Mrs. S" was provided financial assistance along with airline disability accommodations. Our social worker set up hospice oversight with a Hospice where the patient went to visit to keep the patient comfortable while out of the area. "Mrs. S" safely returned home; both her and family reported a sense of peace and closure from the experience.

VOLUNTEERS SUPPORT OUR STAFF AND OUR PATIENTS

Volunteers stand alongside the many other unsung heroes of hospice care, providing essential services. Hospice care volunteers give their time and talents to help Hospice & Palliative Care patients and families and the bereaved. They also provided administrative assistance to the staff.

Volunteers perform a variety of important duties. Whether providing companionship in a patient's home, greeting guests at the Siegenthaler Center, answering the phones, providing support to bereaved caregivers, assisting with a special event, or managing other meaningful tasks — volunteers play a vital role that enables the hospice to meet the community's needs more fully.

At Hospice, more than fifty volunteers help us carry out our mission of quality, compassionate care. In return, they receive satisfaction and fulfillment. In fact, Hospice volunteers frequently say they get more from their volunteer experience than they give.

People often become a hospice care volunteer after a loved one benefits from hospice care. Hospice volunteer Francine Mannino stated her husband "was treated with respect and dignity" and she, too, "received emotional support from Hospice's staff. "This experience led me to become a hospice volunteer." In other cases, community members simply want to give back to others.



OUR PROGRAM & SERVICES (continued)

BRINGING SPIRITUALITY TO PATIENTS

The Spiritual Care Coordinator entered the patient's room quietly. It was his fourth visit. The patient was resting with his eyes closed. The Spiritual Care Coordinator knelt at the patient's bedside and whispered the patient's name. The patient opened his eyes and weakly smiled at the Spiritual Care Coordinator. He gently held the patient's hand and told the patient he was glad to see him. During previous visits, the patient had told the Spiritual Care Coordinator about being born to poor immigrant parents, serving in the military, going to college, meeting his wife, creating a successful business, and experiencing the joys and challenges of raising a family. The patient also had described how he enjoyed his retirement by volunteering for local charities and at his faith community. The patient appreciated the life he lived and said that he was afraid and asked the Spiritual Care Coordinator, to join him in prayer so they did. This brought the patient comfort and peace.

This is just one example of how the Hospice and Palliative Care's Spiritual Care Coordinator met the spiritual and emotional needs of a patient on hospice services .

Some people may:

- Have a strong connection to their faith or faith community.
- Practice their own personal form off spirituality but are not necessarily religious.
- Have no specific faith or spirituality at all.

Our Spiritual Care Coordinator is here for everyone and can assist patients and families in whatever way may be useful to them. He will, if invited, share in a patient's and family's joys and sorrows, really listen to them, and/or support them in their specific spiritual journey without judgement. He may also hold the hand of a dying patient, play the patient's favorite music, pray if asked, share sacraments if desired, provide faith specific prayers as needed or connect patients and their loved ones to their faith community. He is also available to help loved ones plan a meaningful funeral and/or serve as the officiant.





OUR PROGRAM & SERVICES (continued)

BEREAVEMENT ASSISTS WITH HEALING

Hospice bereavement counselors provide support to our patients' families for 13 months after the death of their loved one. The bereavement counselors contact 60-70 families each month for initial bereavement assessments and provide ongoing counseling to 80-100 families. Our bereavement program is a comprehensive approach which serves our families in multiple modalities, recognizing that each person deals with grief in his or her own way.

Condolence cards signed by the interdisciplinary team are sent out to families after their loved one dies. 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 will refer families back to our bereavement counselors when appropriate for counseling.

Our five bereavement mailings offer families education and validation of their grief. Families have shared that receiving bereavement newsletters throughout the year has given them a better understanding of their process of grief.

Our bereavement groups were held with social distancing and masking to allow for the safety of our staff and the participants. The groups have been well attended this year. Groups included Spousal Loss, Adult Parental Loss, Young Widows, Writing through Grief 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.

Community education was provided to a nursing home and an ARC home 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 spoke on a local radio station providing education on grief during the holidays. Grief During Covid, Grief After the First Year and Grief 101 workshops were also offered this year. Educational information and resources regarding coping with grief and the holidays were shared via social media.

We have received positive feedback regarding the services provided by our bereavement team by bereaved clients:

- "I always looked forward to our sessions knowing you would show me another way to get through the grief. I can't thank you enough".
- "You are in good hands with Adrian. He is a compassionate skillful facilitator. Trust him and allow him to guide you through your grief even if it is challenging."
- "It's such a relief to come to group with people who understand. I don't have to explain myself"



STATEMENT OF FINANCIAL POSITION

REVENUE AND SUPPORT

Patient Care Reimbursement

Medicare/Medicaid/Other Insurance (83.9%) \$5,711,055

Public Support

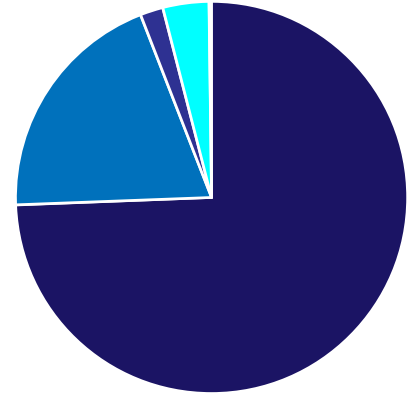
Contributions/Grants (9.4%) \$639,332

Investment Income (2.1%) \$140,948

Fundraising Income (4.5%) \$306,202

Other Income (.01%) \$2,650

TOTAL REVENUE AND SUPPORT: \$6,800,187

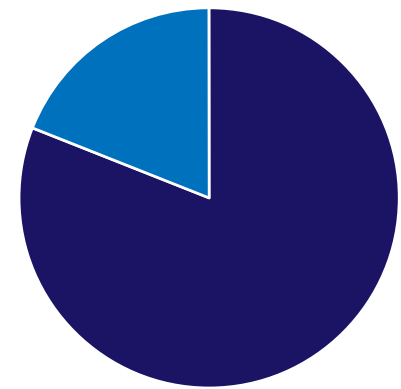


Operating Expenses

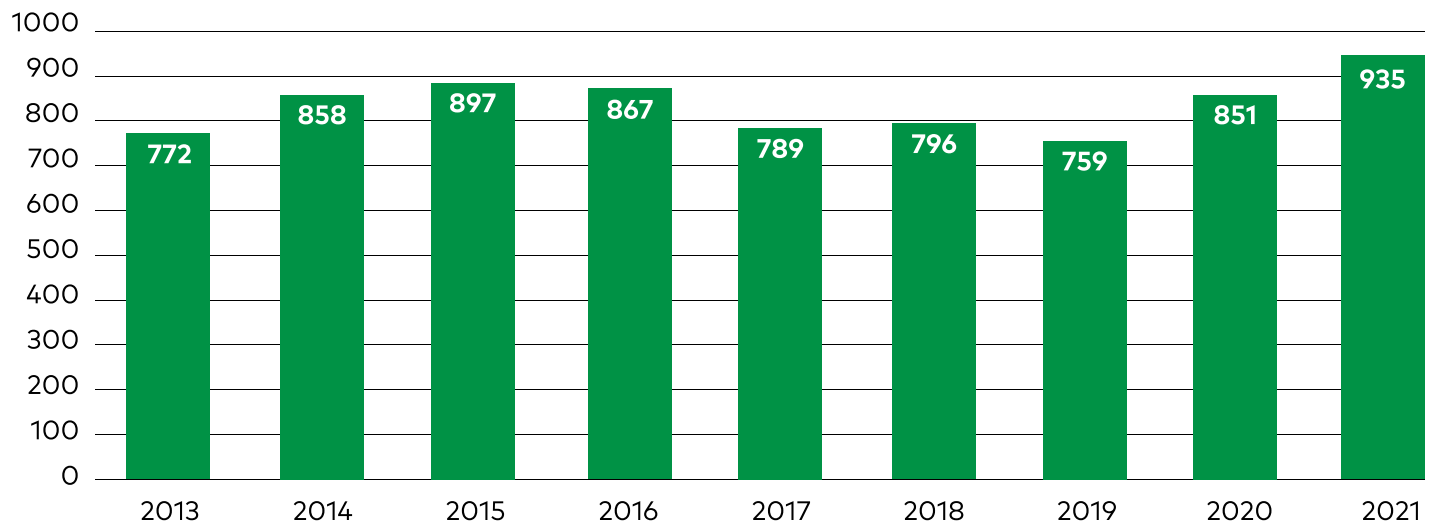
Program Services (81%) \$4,742,715

Administration, General and Fundraising (19%) \$1,140,066

TOTAL EXPENSE: \$5,882,781



Patients served from 2013-2021





NUMBERS AT A GLANCE

Together We
Made A Difference in 2021

1,082 palliative care patients
received services.

87,254 HOURS

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



935 HOSPICE PATIENTS and their families received
hospice care and services

29,115 VISITS

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

*“When You Need
Us Most”*

\$74,989

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

LESS THAN
.1%

of Hospice's
patients went
back to the
hospital.



97

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

55 HOSPICE
VOLUNTEERS
PROVIDED

2,504

HOURS
OF service to our patients and
their families.



OUR SPECIAL EVENTS

In a second year that will be remembered for the Covid-19 pandemic, Hospice & Palliative Care continued to provide quality, compassionate care throughout our community, and the Development Council found new ways to thrive in a mostly virtual environment.

Inspired by the dedication and perseverance of our staff and volunteers, we added a new Blooms of Hope event that partnered with a local greenhouse in our community to offer cheerful spring flower baskets as an uplifting way to support the work of our organization.

Following the success of the re-imagined Butterfly Release the previous year, the Development Council once again created an opportunity for community members to order and pick up butterflies that they could then release privately in a place that holds special meaning for them and their loved ones.

The autumn Epicurean Delight Auction returned better than ever with an array of packages that included everything from furniture, art, gourmet baskets, jewelry, and gift certificates for travel, dining, and entertainment. We are extremely grateful for the generous support of local businesses and the enthusiastic community participation that make this event possible.

The year ended on another positive note with the Light Up a Life Annual Appeal. Donors were encouraged to fill out a special ornament tag commemorating a loved one. The tags were returned to Hospice to decorate one of the designated holiday trees or could be kept to display at home. Donations of \$100 or more were also eligible to receive a special Tree of Life keepsake ornament.

We extend our sincere gratitude to the Hospice & Palliative Care staff, volunteers, Board Members and supporters who carry out and promote the important work of this organization, and we offer a special thanks to our Business and Community Sponsors and to all of the individuals who contributed so generously throughout the year.

Together we raised \$271,575.16.



Claudia Jasinski
President
Development Council





2021 Hospice & Palliative Care Sponsors

Hospice & Palliative Care is truly grateful to our 2021 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 SPONSOR

NBT Bank
New York Central Mutual Fire Insurance Company

GOLD SPONSOR

Bond, Schoeneck & King Attorneys
First Source Federal Credit Union
McDonald's Corporation
MetLife Foundation
Mohawk Valley Health System
Oneida Health Care
Reaves Dental
Tioga Construction

SILVER SPONSOR

Caruso, McLean & Co.
Compson & Pimpinella, PLLC
GPO Federal Credit Union
McQuade & Bannigan, Inc.
Rome Health
Steet-Ponte Ford Lincoln
Total Solutions
Utica First Insurance Company



BRONZE SPONSOR

AmeriCU Credit Union
Bank of Utica Foundation
Collinite Corporation
Dermody, Burke & Brown, CPAs, LLC
Events Forum
Little Falls Community Outreach
Little Falls Hospital
McGrath, Myslinski, Karboski & Nunn Funeral Home
Slocum Dickson Medical Group
Third Gate Partners
Universal Bookkeeper, Inc.
Vanderhoof Construction

FRIEND OF HOSPICE

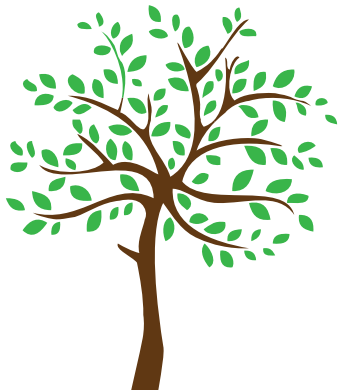
Assured Information Security, Inc.
Eye Care Center of Rome
Fitzgerald, DePietro & Wojnas CPAS, PC
Fred F. Collis & Sons, Inc.
Mirabito
Pavia Real Estate
Strategic Financial
The Community at Sunset Woods





HOSPICE MAKES A DIFFERENCE

I would just like to thank all the fantastic women who helped me and my family while my mom was passing. I can not say enough good things about you all. It was such a hard and stressful time and you guys made it so much more bearable. I didn't think I was strong enough to take care of her and you encouraged us that we could and reassured me you were a phone call away and you were. I had lost my father in a tragic death and when mom was coming home I was so scared that I would let her down and fail her that I thought I wish it would have been like dad, but going through the experience getting to tell her a millions times we all loved her so and her peaceful passing, I now know that was such a gift and blessing to be with her. Thank you again for encouraging me (us) that we got to have this blessing at home with her and not in a hospital. – **Robin, Daughter of Patient**



I am so grateful for the bereavement services that Hospice provides. The bereavement counselor helped me to cope during a very raw time in my life. I always looked forward to our conversations and each time came away with something new: a suggested book to read, a better understanding of what I was feeling, or a new way of looking at things.

– **Helen, Sister of Patient**

On January 17th, my husband and I embarked on the journey of life that comes to us all. Our involvement with Hospice is what made all the difference. Everyone who touched our lives during those seven weeks helped us more than you know. His nurses, spiritual care coordinator, on call nurse who came to our door at 2:00 AM, the people on the phone who offered compassion and just listened. The entire staff will always be in our grateful thoughts and prayers. The work you do is extraordinary and will never be forgotten by our family. We thank you with a grateful heart. – **Mary, Wife of Patient**





HOSPICE MAKES A DIFFERENCE

Thank you so much for being there for me and the wonderful care you provided for my mom before she passed and the emotional support you are providing me.

- Patty, Daughter of Patient

In March of 2020 we lost the eldest sibling in our family after a difficult and courageous 8-year battle with ovarian cancer. From the very first meeting five weeks before her passing, a strong, fiercely independent, and faith-filled woman was assured by every Hospice person she encountered that she would remain in control and that her wishes would be carried out. That knowledge sustained her and took some enormous responsibility off her family members. In the weeks that followed, Hospice provided an unimaginable amount of support and comfort to her and our entire family who gathered to be near her. We are a large family; at any given visit there might have been as many as 5-10 family members anxiously waiting in the other room to get the update after a Hospice team member had met with her. Each and every person from Hospice took the time to answer all of our questions, soothe our nerves, and provide comfort and guidance to each of us, all while still respecting her privacy, dignity, and independence. We can't begin to express to you how much that meant.

- The Family of Patient



Many thanks for your sweet messages of sympathy upon the passing of my husband. I realize that end of life and death are a daily occurrence for your staff, but your caring and sensitivity are still very present and greatly appreciated. We especially thank you all for the kind and tender care you gave my husband and his whole family enabling him to be safe at home with loved ones. I miss you all, every member of your team was a pleasure to have helping us along.

- Janice, Wife of Patient



Thank You

Your generous support makes our work possible. We treat the whole person and their loved ones in ways that touch the human spirit - adding days to life and life to days.




HOSPICE
& Palliative Care
Oneida, Herkimer and Eastern Madison Counties


A.I.M. Palliative Care
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