



2022

ANNUAL REPORT





TABLE OF CONTENTS

3	A MESSAGE FROM WILLIAM MILLER, BOARD PRESIDENT & MARY BOGDAN, MHA, BSN, CHPCA, CHPN CHIEF EXECUTIVE OFFICER
4	BOARD OF DIRECTORS, LEADERS & EVENTS COMMITTEE
4	GRANTORS & FOUNDATIONS
5-9	OUR PROGRAM & SERVICES
10	STATEMENT OF FINANCIAL POSITION
11	NUMBERS AT A GLANCE
12	SPECIAL EVENTS
13	OUR SPONSORS
14-15	HOSPICE MAKES A DIFFERENCE





MESSAGE FROM

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

Dear Friends of Hospice,

It is my pleasure to present to you the annual report for Hospice & Palliative Care, Inc. for the year 2022. As the CEO, I am pleased to report that our organization has achieved significant growth and success in fulfilling our mission to provide compassionate end-of-life care to our patients and their families.

During the past year, we have continued to expand our palliative and hospice services, reaching across our communities, providing care to an increasing number of patients and families in need. Our dedicated team of healthcare professionals, volunteers, support staff, and Board of Directors have worked tirelessly to ensure that our patients receive the highest quality of care, comfort, and support during their end-of-life journey. This was proven when Hospice & Palliative Care, Inc. was named the Not-for-Profit Business of the Year for 2022.



I am also proud to report that Hospice & Palliative Care, Inc. has received a five-star rating for our commitment to delivering high-quality care to our patients and families. This recognition is a testament to the dedication and hard work of our team. Receiving a five-star rating is a significant achievement and reflects our organization's commitment to excellence in all aspects of our operations. It is also a testament to the trust and confidence that our patients and their families have in our services.

Our focus on innovation and technology has also been a key driver of our success. We have implemented new technologies and improved systems to enhance our service delivery, improve patient outcomes, and increased efficiency across our operations.

In addition, we have strengthened our partnerships with other healthcare providers, community organizations, and stakeholders to enhance the continuum of care for our patients and their families. Despite the challenges posed by the slowing but ongoing pandemic in 2022, our organization has remained resilient and dedicated to our mission. We are grateful for the support and trust of our patients, their families, and our communities.

As we look to the future, we remain committed to upholding the highest standards of care and service delivery. We will continue to work diligently to ensure that our patients and families receive the compassionate, personalized care they deserve, and that our organization continues to be recognized as a leader in the provision of end-of-life care.

Thank you for your continued support and partnership.,

William Miller
Hospice Board President



Mary Bogdan, MHA, BSN, CHPCA,
CHPN Chief Executive Officer



BOARD OF DIRECTORS, LEADERSHIP TEAM & EVENTS COMMITTEE

Board of Directors

President

William Miller

Vice President

Justin Wilcox

Secretary

Sam Spellman, Esq.

Treasurer

Thomas Squires, CPA

Board Members

Kacie Crouse, Esq.

Camille Dillard, DO MPH

Joannie Grande

Clinton Kane

Karen LaPlante

Eric Reile

Jeremiah Sweet

Leadership

Chief Executive Officer

Mary Bogdan

Chief Operating Officer

Joanne Moskal

Chief Clinical Officer

Lisa Alteri

Finance Consultant

Justin Miller

Quality & Compliance

Director

Deborah Benson

Clinical Supervisor

Barbara Sheppard

Events Committee

Chairperson

Claudia Jasinski

Co-Chairperson

Jan Corn

Secretary

Susan Miller

Events Committee

Members

Michael Aiello

Jennifer Fanelli

Brandon Hamlin

Delores McDowell

Doreen Nicholls

Diane Reilly

Paul Rejman

Pat Robinson

Shawn Weiman

Sharon Zohne

GRANTORS & FOUNDATIONS

Investment in our organization by these grantors and foundations during the 2022 Fiscal Year greatly contributed to our success.

Burrows Family Foundation

Canastota Community Chest

City of Rome

Excellus Blue Cross/Blue Shield

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

Worn Again



OUR PROGRAM & SERVICES

CARING FOR PATIENTS & FAMILIES

The Covid Pandemic continued to negatively affect the agency throughout 2022. To ensure the safety of our staff, patients, and families, staff continued to monitor themselves for any signs and symptoms of the virus by reporting daily temperatures prior to entering the building or meeting with patients and their families. In addition, staff were diligent in screening patients and families prior to home care visits. This did not affect the delivery of care as the appropriate PPE was utilized to ensure the safety of all.

With the overall numbers of Covid Positive cases decreasing, in Oneida, Herkimer and Eastern Madison County, staff were able to return to meeting in person in the office for morning report, while monitoring the 3 Counties statistical data for vulnerability. Masks were still required throughout the 2022 year for all staff.

Volunteers were able to re-enter patient areas and their homes, providing a great deal of comfort and support to patients and families such as, weekly visits and companionship, shopping for groceries, delivering Veteran recognitions and haircuts. Hospice is always looking for dedicated volunteers. If you are interested or know someone who is, please contact us, this is an amazing and rewarding experience.

Friends and families were no longer restricted as to how many individuals could attend calling hours or funeral services. This certainly provided families with better closure with the passing of their loved one. After a patient passes, Hospice does not go away. Hospice's Bereavement team stays involved to support the primary bereaved for thirteen months following the death of a loved one. In 2022 the bereavement support groups were able to resume to in person groups.

Our patients continue to vary in age from the newborn, preschool, grade school, young adult, middle age, and the elderly. Unfortunately, end of life does not differentiate, but the Hospice Teams ensure that each patient and families' care is individualized to meet their unique needs. For the past 45 years, Hospice and Palliative Care has offered a comprehensive support team to manage holistic care of the patient and their loved ones.

Our staff and volunteers are respected and trusted by those we have the privilege to serve and share their wishes of a comfortable end of life. Please read a few of the testimonials from the families we have served in 2022.

QUALITY ACHIEVEMENTS

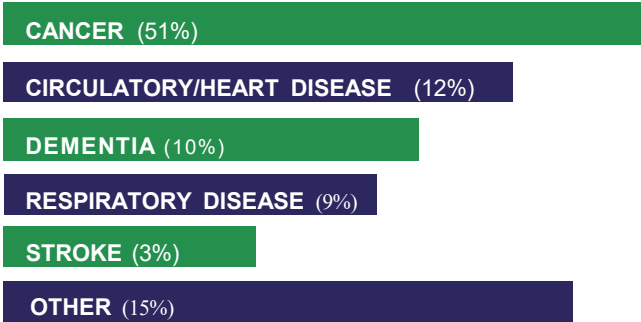
The Centers for Medicare & Medicaid Services (CMS) created a Consumer Assessment of Healthcare Providers and Systems (CAHPS) Hospice Survey Star Rating to provide consumers with a quick and straightforward way to assess the family caregiver experience of care information that is provided. Star ratings allow consumers to compare hospices more easily on the Care Compare website. The stars will range from one star (worst) to five-stars (best) with the five-stars being the highest category of hospice performance. The first star rating for hospices to be publicly reported was in August 2022. In February 2023 on Care Compare, Hospice & Palliative Care Inc. (HPCI) has an overall 5-star rating, see diagram below. Of the 41 hospices in New York State HPCI is one out of only four hospices to achieve a five-star rating. We also received five stars in communication with family, responding timely for help, emotional and spiritual support, training family members to care for a loved one and willingness to recommend this hospice.

For the fifth year in a row, HPCI achieved the Hospice Elite Honors award from Healthcare First. The award goes to the hospices who continuously provide the highest level of quality, as measured from the caregiver's point of view, and scored above the national average in at least 20 of 24 questions.

"We continue to update our operations to deliver tangible, measurable quality care results that are felt at the heart-level of both our clients and their families.

Evidence of our teamwork is demonstrated in HPCI achieving the Hospice Elite Honors award from Healthcare First for the 5th year in a row. This award goes to the organizations who continuously provide the highest level of quality, as measured from the caregiver's point of view, and scored above the national average in at least 20 of 24 questions" stated Camille Dillard, DO, MPH, Member of the Board of Directors, and Chair of Quality Assurance (E-QAPI).

2022 PATIENTS PRIMARY DIAGNOSIS



Your Hospice's Star Rating	
Family Caregiver Survey Rating	5
Star rating for each CAHPS Hospice Survey quality measure	
Communication with family	5
Getting timely help	5
Treating patient with respect	4
Emotional and spiritual support	5
Help for pain and symptoms	4
Training family to care for patient	5
Rating of this hospice	4
Willing to recommend this hospice	5



OUR PROGRAM & SERVICES (continued)

A.I.M. PALLIATIVE CARE PROGRAM

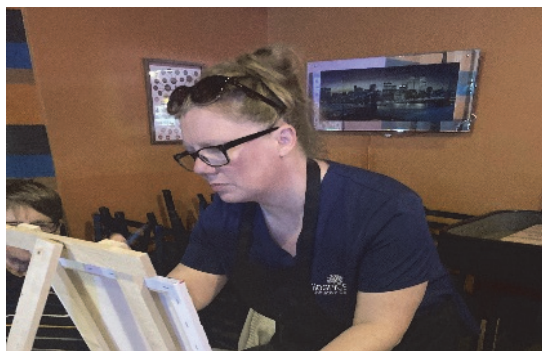
At Hospice & Palliative Care Inc, we are committed to our mission of providing comprehensive and compassionate palliative care for patients with serious illnesses through our A.I.M. Palliative Care Program. Our goal is to improve the quality of life for our patients and their families by addressing their physical, emotional, social, and spiritual needs.

Key Accomplishments for 2022:

1. Expanded Outreach: Over the past year, we have expanded our outreach efforts and increased our presence in the community. Through collaborations with local healthcare providers, clinics, and referring physicians, we have identified individuals who can benefit from our in-home palliative care services.
2. Symptom Management and Comfort: Our skilled team of healthcare professionals is dedicated to ensuring optimal symptom management and comfort for our patients. We provide pain management, symptom assessment, and distressing symptom relief for patients with serious illnesses, enhancing their overall well-being and quality of life.
3. Caregiver Support and Education: We recognize the vital role of caregivers in the lives of our patients, and we provide comprehensive education and support for them to help them care for their loved ones better.

Looking Ahead:

As we move forward, we remain committed to improving and expanding our program's impact on the lives of our patients. We plan to focus on developing our healthcare professional team further, creating strong collaborations with community organizations, and improving communication and coordination of care. Additionally, we will prioritize education and awareness initiatives to ensure that individuals and families have access to the support and information they need about the benefits of palliative care. Our dedication to providing compassionate, person-centered, and dignified palliative care within the comfort of patients' homes remains unwavering. We thank our patients, their families, and the community for their support and trust in our services, and we look forward to continuing to serve those in need.





OUR PROGRAM & SERVICES (continued)

HOSPICE SOCIAL WORKERS GIVE INTERNS A CHANCE TO LEARN MORE ABOUT HOSPICE AND END-OF-LIFE CARE

In the past year, we have had the opportunity to take on social work students at the bachelor's and master's level and give them a glimpse into what our work is all about. Like other disciplines, social work students have a brief section on death and dying while in school. In taking on BSW and MSW interns, we have had the opportunity to have more people learn about what Hospice is and everything that we do for our patients and families. Even if our interns do not ultimately choose Hospice work, they take the knowledge and skills they learned in their time with us into their careers and educate others.

With the support and guidance from our social workers, these interns were able to increase their education and professional skills to become career ready as they enter the field of social work.

We have had the pleasure in working with Keuka College as well as The University of Buffalo social work programs this past year and look forward to partnering with more schools in 2023. We are also pleased that one of our local higher education institutions: Utica University now offers a Master of Social Work (MSW) program which will hopefully help produce more social work professionals in our area.

VOLUNTEERS SUPPORT OUR STAFF AND OUR PATIENTS

Hospice Care volunteers willingly and compassionately provide their time and talent to Hospice and Palliative Care Inc.'s (HPCI) patients, families, and staff. 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 mission-critical role that enables Hospice to meet the community's needs more fully.

In 2022, nearly sixty volunteers provided 3,391 hours in support of Hospice. That is approximately the equivalent of two full-time employees and cost savings of approximately \$97,775. But, more importantly, each interaction with patients and families and administrative tasks helped us carry out our mission of quality, compassionate care. In return, our volunteers receive a sense of purpose, knowing they make a difference. Hospice volunteers frequently say they get more from their volunteer experience than they give.

HPCI volunteers are exceptional and dedicated individuals. In 2022 this was proven by Hospice Volunteer Frank Di Berardino, who was named the HPCANYS 2022 Volunteer of the Year. In an article celebrating this, Volunteer Coordinator Jerry Plows said, "Frank accepts his patients exactly where they are, no matter their circumstances or needs. He is quick to take on any assignment and is invariably humble and gracious. We are honored and proud to have Frank as our exceptional volunteer team member." And in true Hospice Care Volunteer fashion, Frank responded, "It's my pleasure to be there for others when I am needed."





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 smiled weakly 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/Chaplain met the spiritual and emotional needs of a patient on Hospice and Palliative Care services.

Whether you:

- Have a strong connection to their faith or faith community.
- Practice your own personal form of spirituality but are not necessarily religious.
- Have no specific faith or spirituality at all, our Hospice and Palliative Care Spiritual Coordinator/Chaplain welcomes the opportunity to visit with you.

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 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. We recently started doing a monthly get together for kids who have completed the Brave Hearts group.

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. Educational information and resources regarding coping with grief and the holidays were shared via social media. We were able to do a presentation at Faxon for staff to provide education and support regarding coping with grief at work. We did three grief and the holidays presentations for the community that were all well attended and well received. We coordinated with ICAN to create a support group for the kids and teens they serve. We are working on coordinating with the Veteran's Outreach Center for Development to provide educational workshops for them as well.

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

"As a private person generally, I was pleasantly surprised at how easily I developed trust with other women in group."

"It was nice to talk with other people who understand your grief. Staff were very professional and informative!"

"Thank you so much for all your help, support, and words of wisdom over the past year. My sessions with you have helped me cope with the loss and start to continue to live the rest of my life."



STATEMENT OF FINANCIAL POSITION

REVENUE AND SUPPORT

Patient Care Reimbursement

Medicare/Medicaid/Other Insurance\$5,244,967

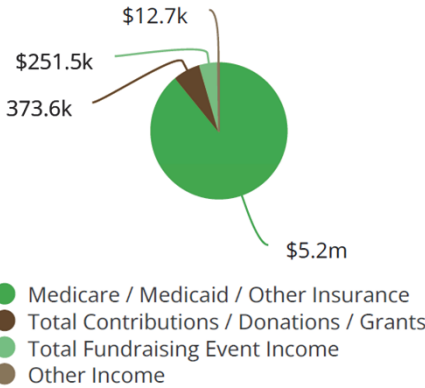
Public Support

Contributions/Grants/Donations \$373,596

Total Investment Income - \$291,921

Total Fundraising Event Income \$251,489

Other Income\$12,669

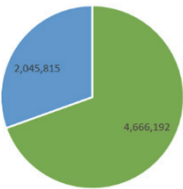


TOTAL REVENUE AND SUPPORT: \$5,590,799

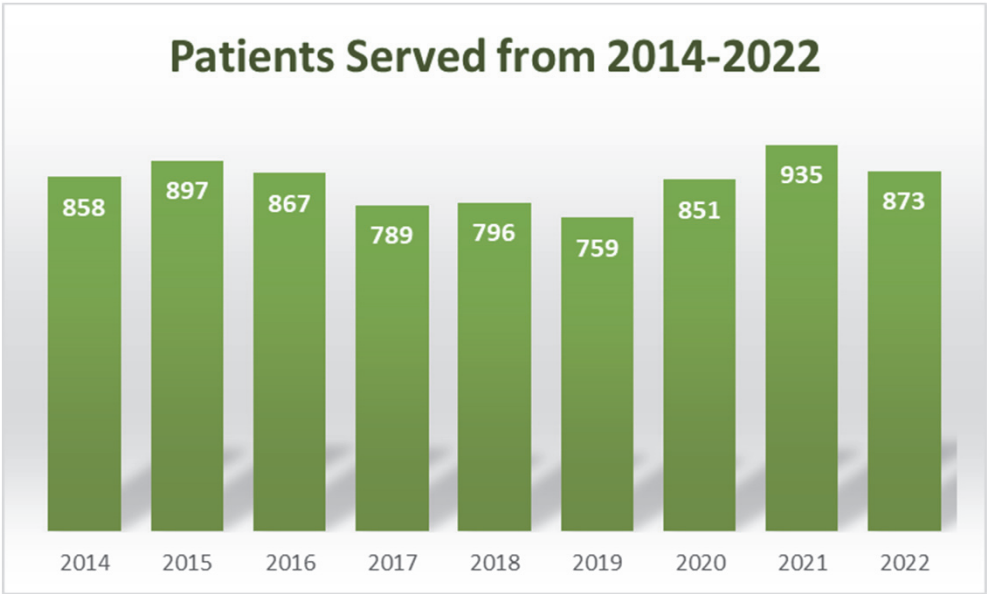
Operating Expenses

Program Services \$4,666,192

Administration, General and Fundraising (19%)\$2,045,815



TOTAL EXPENSE: \$6,712,007





NUMBERS AT A GLANCE

**Together We
Made A Difference in 2022**

247

palliative care patients
received services.

15,464 HOURS

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



802

HOSPICE PATIENTS and their families received
hospice care and services

16,616 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"**

\$97,775

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.



116

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

56

**HOSPICE
VOLUNTEERS**

3,391

HOURS



OUR SPECIAL EVENTS

In 2022 the Hospice Development Council aligned more closely with the Marketing Committee of the Hospice Board of Directors and became the Events Committee. This put a renewed focus on improving the activities that are held throughout the year to promote community awareness and raise needed funds to support the mission and vision of Hospice.



Claudia Jasinski
Event Committee Chairperson

The Blooms of Hope flower sale brought many smiles. Buying vouchers in advance encouraged people to get out and enjoy the return of gardening season in May by selecting beautiful hanging flower baskets from a local greenhouse. It was a great opportunity to spread some cheer while supporting Hospice services.

The Butterfly Release that was re-imagined during the pandemic to allow people to pick up butterflies and take them to a place that holds special meaning to them to release was a summer success. The event serves as a memorial and the opportunity to celebrate the life of a loved one.

September saw the return of the Epicurean Delight Auction. We are very fortunate to have the support of local businesses who donated many of the auction items including gift certificates for dining, travel, entertainment, furniture, gourmet baskets, jewelry and art. We are extremely grateful for their generous support and for all of the community participation that makes this event possible.

We were excited to bring back the festive Light Up a Life Cocktail Party in November. This event had been very popular pre-pandemic, and it was heartwarming to be able to gather again to kick off the Light Up a Life campaign. As happens every year, Hospice was remembered by a multitude of donors who filled out special ornament tags commemorating loved ones. The tags could be returned to decorate designated Hospice holiday trees or could be kept to display at home. This event is especially meaningful to Hospice staff and volunteers as it reinforces the community's appreciation and support.

A tremendous "Thank you" to all of our donors and sponsors, staff, volunteers, and Board and Event Committee Members for helping to keep Hospice services available for all who need them in our community.

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.

Funds raised at special events: \$207,864.00





2022 Hospice & Palliative Care Sponsors

Hospice & Palliative Care is truly grateful to our 2022 Event Sponsors. **Your sponsorship assisted us in fulfilling our mission of quality, compassionate care.**

TITLE SPONSOR

UFCW

PLATINUM SPONSOR

Gilroy, Kernan & Gilroy
Nunn's Home Medical Equipment

CORPORATE SPONSOR

McDonald's Corporation
NBT Bank
New York Central Mutual Fire Insurance Company

GOLD SPONSOR

Bond, Schoeneck & King Attorneys
GPO Federal Credit Union
Mohawk Valley Health System
Oneida Health Care
Tioga Construction

SILVER SPONSOR

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



BRONZE SPONSOR

Bank of Utica Foundation
Bassett Healthcare Network
Dermody, Burke & Brown, CPAs, LLC
Events Forum
McGrath, Myslinski, Kowalczyk & Nunn Funeral Directors
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
Northern Safety
Pavia Real Estate
Strategic Financial



HOSPICE MAKES A DIFFERENCE

I want to thank you for the bereavement newsletters. There were very helpful and made me feel “normal” and cared about. Also, I want to thank all of you for the wonderful care and compassion you gave my husband. - **Patient’s Wife**



Thank you for all the time and devotion you gave to myself and my husband. It was a difficult time, but we felt very blessed to have your care, concern and love. Each day that passed was made possible because of all of you. Thank you for being there for our family and my beloved husband. – **Patient’s Wife**

We would like to thank you for your incredible kindness and professionalism during the recent loss of our parents. Your staff certainly made every step in our journey less painful and for that we are grateful. -**Patient’s Children**





HOSPICE MAKES A DIFFERENCE

Our family is so grateful to have had the support and guidance of Hospice & Palliative Care for the past four months. We wanted to give our mom the best care possible at home where she wanted to spend the rest of her life. Hospice taught us how to provide that care and reassured us every step of the way. – **Patient's Son**

To those of you who poured your love into our lives and homes as you cared for our loved one with your professional gifts and, more importantly, with your hearts, my family and I would like to thank each one of you. It is important for each of you to know that you earned our trust from the moment we met you at the door or spoke to you on the phone. Your kindness and consideration made a difficult, heart wrenching season in our lives a little more bearable.

I will never adequately find words to convey what you meant to us during those months. It blessed my troubled heart to see how my husband was so comfortable as he was being cared for. I loved hearing the teasing and laughter coming from his bedroom, not only from him, but from his caregiver as well. They had good times together.

At the time of his passing, the staff treated us with great dignity and took care of many important details. That was such a relief and blessing. When friends and family face the difficulties of caring for a loved one, we encourage them to turn to Hospice. They'll never regret it. – **Patient's Wife and Family**



Alison Sbiroli

When the doctor told us it was time for hospice services for my wife, we were apprehensive, but the hospice team took away our fears. They were kind, knowledgeable and provided my wife with the care she needed and the emotional support I needed. They were a blessing to both of us. – **Patient's Husband**





Thank You

“You matter because you are you.

You matter to the last moment of your life, and we will do all we can, not only to help you die peacefully, but also to live until you die.”

-Dame Cicely Saunders





Alison Sbiroli



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