



2023

ANNUAL REPORT





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MESSAGE FROM

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

Dear Friends and Supporters,

I am delighted to welcome you to the 2023 Annual Report for Hospice & Palliative Care Inc. This report reflects our journey through the past year's achievements, challenges, and milestones, and I am filled with pride for all that we have accomplished together.

As we navigate the complexities of our changing healthcare environment, we are guided by our core values of compassion, dignity, and respect. These values shape not only the care we provide for our patients and their families but also our interactions with each other and our community.

Our commitment to providing compassionate care to those facing life-limiting illnesses has resulted in a meaningful impact. Through our programs and services, we have touched the lives of many and provided comfort and support during difficult times.

Behind each statistic and figure lies a story of hope, healing, and compassion. It is through the dedication of our staff, volunteers, donors, and partners that we can make a meaningful difference in the lives of those we serve.

Looking ahead, we remain committed to our mission and dedicated to improving and expanding our services to better meet the needs of those we serve.

On behalf of everyone at Hospice & Palliative Care Inc., I extend my heartfelt gratitude to each of you for your continued support. Together, we are changing the experience of end-of-life care, one person and one family at a time.



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



**William Miller
Hospice Board President**



BOARD OF DIRECTORS, LEADERSHIP TEAM & EVENTS COMMITTEE

Board of Directors

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William Miller

Vice President

Claudia Jasinski

Secretary

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Treasurer

Thomas Squires, CPA

Board Members

Vincent "Jim" Bono

Kacie Crouse, Esq.

Camille Dillard, DO MPH

Jim Friedel

Eric Reile

Deacon Paul Salamy

Jeremiah Sweet

Leadership

Chief Executive Officer

Mary Bogdan

Chief Operating Officer

Joanne Moskal

Chief Clinical Officer

Lisa Alteri

Finance Consultant

Justin Miller

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Deborah Benson

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Events Committee

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Jan Corn

Secretary

Susan Miller

Events Committee

Members

Michael Aiello

Jennifer Fanelli

Brandon Hamlin

Julia Hobika

Delores McDowell

Doreen Nicholls

Diane Reilly

Paul Rejman

Pat Robinson

Shawn Weiman

GRANTORS & FOUNDATIONS

Investment in our organization by these grantors and foundations during the 2023 Fiscal Year greatly contributed to our success.

Burrows Family Foundation

Canastota Community Chest

Excellus Blue Cross/Blue Shield

Rome Community Foundation

Slocum Dickson Foundation

Stewart Shops Holiday Match

The Community Foundation of Herkimer
& Oneida Counties

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 Mid-Rural New York

United Way of Central New York

Worn Again



OUR PROGRAM & SERVICES

CARING FOR PATIENTS & FAMILIES

At Hospice and Palliative Care, we have the honor of caring for patients of all ages, from newborns to the elderly. Our mission remains steadfast: to provide individualized care tailored to the unique needs of each patient and their family. Recognizing that end-of-life experiences are deeply personal, our dedicated teams ensure that every patient receives compassionate and holistic care.

For the past 45 years, Hospice and Palliative Care has been a beacon of support, offering a comprehensive team of professionals committed to the well-being of both patients and their loved ones. Our staff and volunteers are highly respected and trusted by those we serve, as we strive to honor their wishes for a dignified and comfortable end-of-life journey.

Over the past year, we have intensified our efforts to rebuild and strengthen relationships with various community services. Our goal is to enhance collaboration and raise awareness about the invaluable services we provide. To achieve this, we have actively participated in community education events and speaking engagements, representing Hospice and Palliative Care across numerous platforms.

We have delivered presentations to other agencies, local churches, skilled nursing facilities, senior living communities, and various referral groups. These outreach initiatives are crucial in educating professionals and the wider community about the comprehensive care we offer. By fostering these connections, we aim to reach more patients and families who can benefit from our services, ensuring that more individuals have access to the compassionate care they deserve.

Through ongoing education and outreach, we are committed to expanding our impact and supporting more families during critical times. Together, we strive to make a difference in the lives of those we serve, providing comfort, dignity, and peace at the end of life.

QUALITY ACHIEVEMENTS OVERVIEW

Hospice & Palliative Care Inc. (HPCI) is proud to present its annual Quality Achievements report, highlighting significant milestones and recognitions in providing exceptional care to our clients and their families.

Consumer Assessment of Healthcare Providers and Systems (CAHPS) Hospice Survey Star Rating:

The Centers for Medicare & Medicaid Services (CMS) established the CAHPS Hospice Survey Star Rating to offer consumers a clear and concise method to evaluate the family caregiver's experience of care provided by hospices. HPCI is delighted to announce that on the Hospice Compare platform, we have earned four four-star ratings and four five-star ratings, surpassing the national average. This achievement underscores our commitment to delivering excellence in care and ensuring the highest level of satisfaction for our clients and their families.

Hospice Elite Honors Award:

For the sixth consecutive year, HPCI has been honored with the prestigious Hospice Elite Honors award from Healthcare First. This esteemed recognition is bestowed upon hospices that consistently deliver superior quality of care, as perceived by caregivers, and achieve scores above the national average in at least twenty out of twenty-four assessment questions.

Deborah Benson, Director of Quality & Compliance at HPCI, emphasizes the organization's dedication to continuous improvement and tangible results in delivering quality care. She notes, "We are dedicated to updating our operations to yield measurable quality care results that resonate deeply with both our patients and their families. Our team's collective efforts are exemplified by HPCI's attainment of the Hospice Elite Honors award from Healthcare First for the sixth consecutive year."

At HPCI, we remain steadfast in our pursuit of excellence, driven by our commitment to providing compassionate and exemplary care to those we serve.

2023 PATIENTS PRIMARY DIAGNOSIS

CANCER (51%)

CIRCULATORY/HEART DISEASE (12%)

DEMENTIA (10%)

RESPIRATORY DISEASE (9%)

STROKE (3%)

OTHER (15%)



OUR PROGRAM & SERVICES (continued)

Palliative Care

Palliative care plays a crucial role in Hospice & Palliative Care, Inc. mission to provide compassionate care to those facing a life limiting illness. During 2023, our palliative care team expanded its reach, ensuring that more patients receive the services that they deserve.

Highlights for 2023 include:

- **Increased Access:** We have enhanced access to palliative care services, reaching a wider population. Our team has collaborated closely with referring physicians to streamline the referral process, ensuring timely and appropriate care for patients.
- **Community Education:** We have conducted several educational sessions in the community to raise awareness about palliative care and its benefits.
- **Patient and Family Support:** Our palliative care team has provided comprehensive support to patients and their families, addressing not only physical symptoms but also psychosocial needs.
- **Collaborative Partnerships:** We have developed strong partnerships with other healthcare providers and community organizations to enhance the continuum of care for our patients. These collaborations have enabled us to provide seamless transitions between care settings, ensuring continuity and quality of care.

Our commitment to palliative care remains steadfast, and we will continue to innovate and collaborate to improve the quality of life for our patients and their families.





OUR PROGRAM & SERVICES (continued)

HOSPICE SOCIAL WORKERS PLAY A KEY ROLE IN END-OF-LIFE CARE

Hospice social workers play a crucial role in providing comprehensive care and support to patients and their families during the end-of-life journey. They offer emotional, psychological, and practical assistance to individuals facing terminal illnesses, helping them navigate complex emotions and decisions.

Our hospice social workers continue to play a pivotal role in providing compassionate care and support to our patients and their families. Throughout the past year, they have been instrumental in facilitating our internship program, offering students from various social work programs invaluable insights into the hospice and end-of-life care realm. By welcoming Bachelor of Social Work (BSW) and Master of Social Work (MSW) interns, we've not only provided these students with hands-on experience but also broadened the understanding of hospice care within the academic community.

Under the guidance and mentorship of our dedicated social workers, these interns have had the opportunity to enhance their educational and professional skills, preparing them for successful careers in social work. We're proud to have collaborated with esteemed institutions such as Keuka College, Capella University, Mohawk Valley Community College, SUNY Canton, and Utica University. Our partnership with Utica University's Masters of Social Work (MSW) program has been particularly gratifying, as we witness the first cohort of graduates contributing to the growing pool of social work professionals in our region.

Through these partnerships and initiatives, we not only strengthen our commitment to providing exceptional end-of-life care but also contribute to the development of future generations of compassionate caregivers.

VOLUNTEERS SUPPORT OUR STAFF AND OUR PATIENTS

Hospice Care volunteers carry on a legacy that can be traced back to the 11th century when it is believed that the concept of hospice was adopted by faith communities as a place of hospitality for the sick and dying. Volunteer programs have come a long way since the Crusades and continue to develop and grow as the landscape of Hospice Services is constantly changing. New approaches are key to our success and HPCI volunteers both past and present stand ready to play a mission-critical role.

One of those volunteers is Navy Commander, Christopher Maurer. In 2023, Navy Commander Maurer helped with the delivery of 125 veteran recognitions. More than the framed certificate and U.S. flag pin he provided; Navy Commander Maurer spent countless hours sitting at the bedside making a deep connection that only a fellow soldier could. When asked what volunteering at Hospice meant to him, Navy Commander Maurer said, "I have the privilege and honor to be a part of saying thank you and recognizing veterans who selflessly served their country. It's important we understand, recognize, and pay homage to their sacrifices and commitment to each of us."

It is a difficult task to place a value on the energy and effort that our exceptional and dedicated volunteers share with us every day. The difference they each make and the purpose it provides them is priceless. HPCI is proud of the 'numbers' but more importantly what they represent. In 2023, more than sixty volunteers provided 3,210 hours in support of Hospice. That is roughly the equivalent of two full-time employees and cost savings of approximately \$114,630. An exceptional representation of compassionate presence, caregiver relief, administrative support, honoring of veterans and so much more.



OUR PROGRAM & SERVICES (continued)

HOSPICE SPIRITUAL CARE SUPPORTING PATIENTS AND FAMILIES

At Hospice & Palliative Care, Inc. (HPCI), we recognize that addressing the spiritual needs of our patients, their families, and our staff is an integral aspect of providing holistic care. Guided by our nationally board-certified Spiritual Care Coordinator, Wally Plock, we strive to support individuals on their unique spiritual journeys, fostering connection, meaning, and comfort.

Spirituality encompasses a diverse range of beliefs and experiences, from religious practices to personal philosophies. Our spiritual care approach acknowledges and respects this diversity, offering tailored support that aligns with everyone's values and preferences. Whether through prayer, music, sacraments, storytelling, or other rituals, we aim to create a space where patients and their loved ones can explore and express their spiritual identities.

In the past year, our Spiritual Care Coordinator has been actively engaged in reaching out to local faith communities and leaders. Through over two hundred letters sent to area faith leaders, we introduced HPCI's services, expressed gratitude for their community contributions, and extended our support to individuals in need. Additionally, our coordinator had the privilege of sharing the mission of Hospice at the Waterbury Presbyterian Church in Oriskany, fostering partnerships and collaboration within the community.

Our commitment to meeting spiritual needs extends beyond traditional practices to include a diverse range of ceremonies and rituals. From baptisms and funerals to end-of-life ceremonies and weddings, our coordinator ensures that each experience is meaningful and reflective of individual beliefs and traditions. Moreover, recognizing the importance of spiritual care for our staff, we provide ongoing support and encouragement through reflections, listening sessions, and special remembrance services.

As articulated by Spiritual Care Coordinator Wally Plock, "Respecting life means walking together on the journey. It means being unafraid to encourage one another and commit to one another — through difficult times and joyful times." This sentiment underscores our dedication to walking alongside individuals and communities, offering unwavering support and companionship throughout life's journey.

At HPCI, we remain steadfast in our commitment to providing compassionate care that addresses the physical, emotional, and spiritual dimensions of well-being. As we reflect on the past year's accomplishments and look towards the future, we reaffirm our pledge to honor and uphold the dignity and resilience of every individual we serve.



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 Faxton 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\$6,040,042

Public Support

Contributions/Grants/Donations \$336,180

Total Investment Income - \$198,411

Total Fundraising Event Income \$328,831

Other Income\$0

TOTAL REVENUE AND SUPPORT: \$6,903,464

Operating Expenses

Program Services \$4,662,167

Administration, General and Fundraising (19%).....\$2,434,313

TOTAL EXPENSE: \$7,096,480

Patients Served from 2015-2023





NUMBERS AT A GLANCE

**Together We
Made A Difference in 2023**

219

palliative care patients
received services.

44,641 HOURS

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



814

HOSPICE PATIENTS and their families received
hospice care and services

26,375 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"**

\$114,630

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.



125

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

60

**HOSPICE
VOLUNTEERS**

3,210

HOURS



OUR SPECIAL EVENTS

During 2023, the Hospice and Palliative Care Events Committee successfully raised funds and broadened community awareness of the Hospice and Palliative organization. Our committee sets yearly financial goals, plans and invites the local community to our events that support the mission of Hospice.

The Blooms of Hope Flower Sale was a welcoming burst of spring at a local greenhouse. Community members purchased over 700 vouchers and in turn selected their choice of colors and designs from a variety of beautiful hanging baskets.



Sue Miller

Event Committee Chairperson

An unforgettable sunset and perfect weather on June 21st, the day of our Summer Solstice Soirée, welcomed many friends and supporters of Hospice to the Root Farm in Sauquoit, NY. The spectacular farm setting allowed the attendees to enjoy beverages, summer foods, lively music, trail walking, and wagon rides throughout the property.

The month of July was the return of the Butterfly Release. Pre-ordered butterflies were picked up and released at a meaningful place or after the brief ceremony at Utica University, to the sounds of bagpipes, honoring the life of a loved one. People of all ages gathered together.

Winding down the summer in September, our Hospice Online Auction provided a selection of dining, furniture, jewelry, entertainment, gift baskets and travel items. The final minutes of the auction are always exciting! Our committee is so grateful for the donations from local businesses that make this event the largest portion of our fund-raising.

Just before Thanksgiving, the Light Up a Life Cocktail Party continued to be our signature event to kick off the Light Up a Life fund-raising campaign. The night was an opportunity for the public, committee members and Hospice staff to welcome friends and generous supporters to join in a festive gathering. The campaign tag ornaments were mailed to the surrounding community, in the hopes that any financial support would be provided in return, to support Hospice services.

Our Business and Community Sponsors deserve a heartfelt appreciation as they return year after year, without question, to support the Hospice mission. Our community never waivers in their consistent donations. We also thank the Board Members, volunteers, and staff members who willingly contribute their time so generously. Without question, our community gives, and we are grateful.

Funds raised at special events: \$186,518





2023 Hospice & Palliative Care Sponsors

Hospice & Palliative Care is truly grateful to our 2023 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

Mastrovito Hyundai
McDonald's Corporation
New York Central Mutual Insurance Company

GOLD SPONSOR

Bond, Schoeneck & King Attorneys
Clinton Tractor
Excellus BlueCross BlueShield
First Source Federal Credit Union
GPO Federal Credit Union
Mohawk Valley Health System
Oneida Health Care
Tioga Construction

SILVER SPONSOR

AmeriCU Credit Union
Caruso, McLean & Co.
Compson & Pimpinella, PLLC
Events Forum
Jay – K Lumber
JM Door
McQuade & Bannigan, Inc.
Rome Health
Steet-Ponte Ford Lincoln
Total Solutions
Universal Bookkeeper
Utica First Insurance
Wolanin Funeral Home



BRONZE SPONSOR

Bank of Utica Foundation
Bassett Healthcare Network
Fitzgerald, DePietro & Wojnas CPAS, PC
McGrath, Myslinski, Kowalczyk & Nunn
Funeral Directors
Slocum Dickson Medical Group
Third Gate Partners
Vanderhoof Construction

FRIEND OF HOSPICE

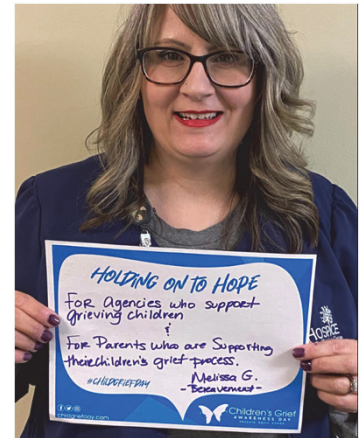
Assured Information Security, Inc.
Eye Care Center of Rome
Fred F. Collis & Sons, Inc.
Mirabito
Nunn & Harper Funeral Home
Pavia Real Estate
Wireless Business Group



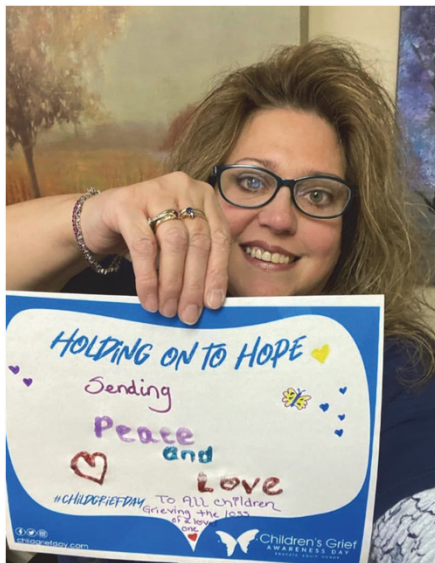
HOSPICE MAKES A DIFFERENCE

Thank you very much for the brief but thoughtful care given to my daughter. Individually, and as a group, you demonstrated tremendous courtesy, outstanding competence, heartwarming compassion and, above all, wonderful caring. Thank you all for what you did.

Kate and Richard,
Mom and Dad



Melissa, Bereavement Counselor



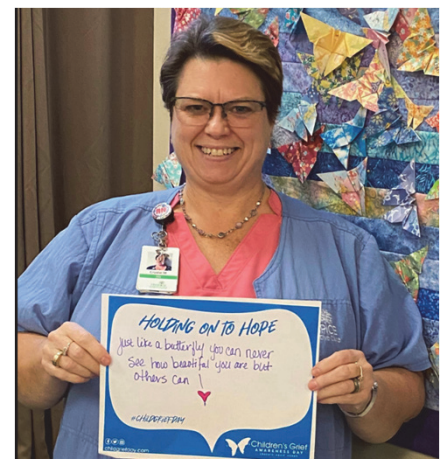
Cari, LPN

Thank you for all the care and tenderness that your staff showed while treating and taking care of my wife. She loved you all. You brought a smile to her face whenever you walked into the room.

Michael,
Husband and Kids

I could never find words to express my gratitude to all who helped with my dad during admission, RN visits, and the ordering and delivery of medications. I deeply appreciated those who took multiple calls in the middle of the night to help my dad find comfort by changing meds. I am so thankful for the assistance with postmortem care and the many things I've forgotten to mention. Everything that was done made such a difference to me, my brothers and my dad. Thank you from the heart.

Judy,
Daughter



Crystal, RN



HOSPICE MAKES A DIFFERENCE

Thank you so much for all you did for our father. You made his wish to spend his last days with his family come true.

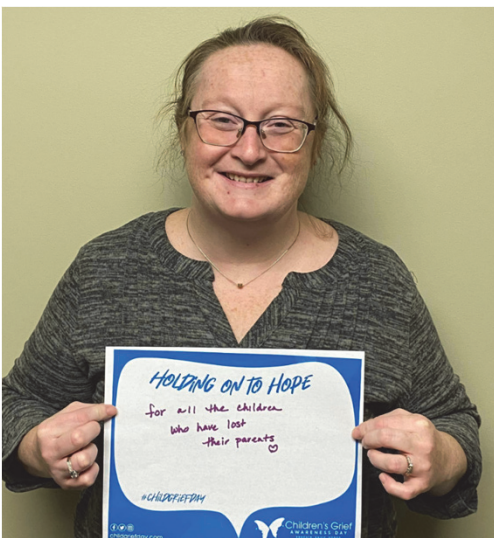
Joseph,
Son

You were all so very kind and helpful with my mother during her last days there. I am deeply thankful to God for you all. You blessed me so deeply. I will never forget. Your compassion, kindness, and knowledge were amazing. Her passing was hard, but you made the hardness a little softer.

Cheryl,
Daughter



Evgenia, Social Worker



Stephanie, A.I.M. Palliative Care
Liaison

Words will never adequately express my gratitude for everything you did for my husband and myself. You gave him kindness, love, compassion, care, and most of all dignity. I will forever be bonded to all of you. Thank you does not seem to be enough, but I will pay it forward in the months ahead. Love to each and every one of you.

Elaine,
Wife



Thank You

An essential
part of a happy,
healthy life is
being of service
to others.

Susan Patton Thoele

HELPING OTHERS

PassItOn.com

THE FOUNDATION FOR A BETTER LIFE



"Children are often the forgotten grievers." — David Kessler




HOSPICE
& Palliative Care
Oneida, Herkimer and Eastern Madison Counties