

moments of



made possible by

hospice



2016 Annual Report



HOSPICE

of ORANGE & SULLIVAN Counties, Inc.

845-561-6111

hospiceoforange.com

800 Stony Brook Court, Newburgh, NY 12550

Despite the growth of hospice awareness, myths about hospice are still prevalent in our culture. These misconceptions contribute to the many patients and families not receiving the full hospice benefit allowed under Medicare. *Nationally, 62% of patients die within 30 days of starting hospice care and 35% within 7 days or less. This is not enough time for patients and families to fully benefit from all services hospice offers.

What are these myths that are so detrimental to the care of the dying?

Myth #1: Hospice Care Means Giving Up Hope

Choosing hospice care in no way means a patient is giving up hope. It may mean redefining hope. Where a patient once hoped for a cure, they may now hope to be pain-free. Hope for a patient may mean seeing a distant friend or relative one last time or taking the trip to the beach. Hope could be as simple as wanting to spend as much quality time with loved ones as possible or remaining at home rather than going to the hospital or a nursing home. Hope looks different in hospice care, but it is certainly not lost. The hospice team can help patients accomplish tasks, fulfill wishes and have more moments of life.

Myth #2: Hospice Care Is Only for Patients who are Close to Death or Actively Dying

Hospice care can be provided when a cure is no longer possible. The dying process takes time. Patients and their loved ones need support, information and medical care. Social workers and chaplains need time to work with patients and their loved ones to bring them to a place of acceptance. Nurses and doctors need time to get the patient's symptoms managed to ensure the highest quality of comfort.

Myth #3: Hospice Care Is Only for Cancer Patients

Though many hospice patients do have cancer, some of the most common non-cancer diagnoses in hospice are heart disease, dementia, lung disease, kidney disease, liver disease, vascular and neurological diseases as well as end stage Alzheimer's and AIDS.

Dispelling these myths about hospice can bring us one step closer to providing quality, highly skilled care to patients at the end of life and the support families need.

Hospice of Orange and Sullivan Counties, Inc. is certified by the NYS Department of Health, The Joint Commission and members of the *National Hospice and Palliative Care Organization (NHPCO) and the Hospice and Palliative Care Association of New York State (HPCANYS)

National Hospice and Palliative Care
Organization



Moments to Honor



As part of our mission to serve our Veterans, and our **Level III Partnership of the We Honor Veterans Program**, we recognize all hospice patients who have served in the military with a special ceremony of their choosing. Each honoree is presented with a pin, framed certificate, a patriotic lap quilt/blanket and card from a child thanking them for their service.

Along with the recognition, Hospice of Orange and Sullivan Counties, Inc. has incorporated its very own Honor Salute Program for those Veteran patients who agree to be saluted. We have reached out and made great relationships with the US Military Academy at West Point and local American Legion Posts who provide the Honor Salute Ceremony for our Veterans.

In 2016 we are proud to report that we provided six recognitions and four honor salutes to those who served our country.





Hospice of Orange and Sullivan Counties, Inc. has been in existence for nearly thirty years. Comfort, compassionate care and healing have been and always will be our organization's founding principles. Our philosophy of care for those nearing the end of life is designed to provide dignity and a sense of personal comfort to the patient, caregiver and family.

Our Annual Report exemplifies the specialized end of life care that has been provided throughout Orange, Sullivan and parts of Ulster Counties. Such specialized care is afforded to all whether the patient is in their home, a hospital, nursing home, group home or our Kaplan Family Hospice Residence. Hospice services including bereavement support are provided to all regardless of who they are and where they're from.

Hospice's high level of care would not be possible without our devoted staff and tireless volunteers. Their efforts along with the work of our dedicated Board, Friends of Hospice, and generous friends truly guarantees that Hospice will continue to provide exemplary care to all patients both today and in the future.

As I conclude my two years as Chairman of the Board of Directors, I personally want to thank all who have worked hard for or contributed time and or financial resources to Hospice. My twenty years of service with Hospice has been a wonderful and fulfilling experience that has been truly blessed by the dedication and philanthropy of you our Hospice community.

Hon. Jeffrey G. Berry - Chairman of the Board

Sharing Patient and Family Stories is an Important Part of Informing our Communities about End of Life Care

Hospice of Orange and Sullivan Counties, Inc. is privileged and honored not only to be a part of these stories, but to also share them. With the permission of our patients and families, we share their stories through our FOCUS Newsletter, Nationally through the NHPCO Moments of Life Website and through social media.

In 2016, there were many stories told through the eyes of patients, families and hospice volunteers who felt it important to let others know how much Hospice of Orange and Sullivan Counties helped to make a difference in their lives.

Through the Eyes of a Volunteer

by Pamela LaLonde



"I received a phone call from the volunteer office today informing me that the patient to which I was assigned last week has passed away. I had contacted the family, but he passed before I had the chance to visit. This has happened to the two previous patients I had contacted as well. The burning question is 'Why do people wait so long to avail themselves of Hospice services?'"

Full story appeared in Fall Focus 2016

Focus on a Hospice Family

"I want to thank Hospice of Orange and Sullivan Counties for my recently acquired new friends. I am a hospice patient and I am being cared for at home by my hospice nurse, my social worker, and my spiritual care advisors. These wonderful people, who I call friends, bring me comfort, inspiration, hope and a healthier daily outlook. They help me appreciate each new day that I live."



– G. Brisman

Full story appeared in Fall Focus 2016

Moments of Life Made Possible by Hospice

"The great Buddhist monk Thich Nhat Hanh has said that "the most precious gift we can offer anyone is our attention". This attention along with loving care and kindness is what the team from Hospice of Orange and Sullivan offered my family and myself as our mother, Pilar Arestin, was dying of cancer."



- Pilar Treus

Full story appeared in Summer Focus 2016

To read all stories shared in 2016, you can find our Focus Newsletters on our website Hospiceoforange.com under News & Events or search Hospice of Orange and Sullivan Counties on moments.nhpc.org



In 2016, Hospice was able to serve 1,106 patients and families and provided 45,939 days of patient care. During the year we provide care to our patients in a variety of locations including; their homes, group homes, adult homes, retirement communities, nursing homes, all local hospitals and of course at our Kaplan Family Hospice Residence.

This year marked the tenth anniversary of the opening of our Kaplan Family Hospice Residence. The residence became home to our very first patient in April 2006 and at the end of this decade, we are proud to report that we have offered 32,133 days of care to both patients and families who found comfort there.

Of note in 2016 Hospice of Orange and Sullivan Counties reached Level III of the We Honor Veterans Partnership through the National Hospice and Palliative Care Organization. Throughout this past year our organization worked on developing and strengthening relationships with VA medical centers and other Veteran organizations to reach this milestone. We are now working on reaching Level IV Partnership.

The report which follows provides statistics on the types of places we provided care to our patients. It also provides information on the patient demographics, average lengths of stay and statistics of care provided in the Kaplan Family Hospice Residence. In reality the best thing we were able to do last year was to help our patients and their families experience more moments of life and to find a place where they could experience light, laughter and love.

In this report to our community we want to express our sincere appreciation to all our supporters. We also want to acknowledge our dedicated hospice staff and volunteers. These are the people that consistently provide the compassionate care that has been the hallmark of our program.

— Dan Grady, M.S. President & CEO



This year's recognition reception was held at Villa Venezia in Middletown, NY on November 17, 2016.

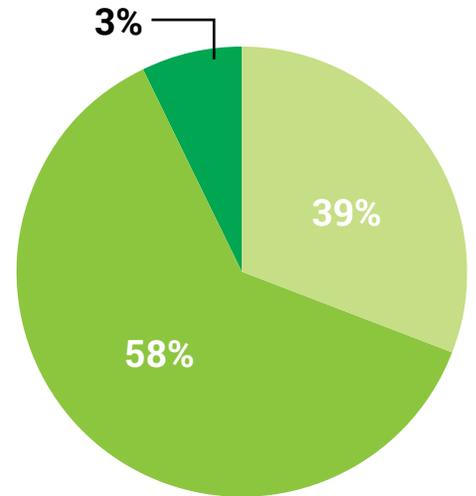
Staff and Volunteers receive certificates and a hospice pin reflecting years of service. This year, to celebrate our Level III Partnership in the We Honor Veterans Program, we honored all Veterans who came to take part in our annual celebration.



PATIENT DAYS

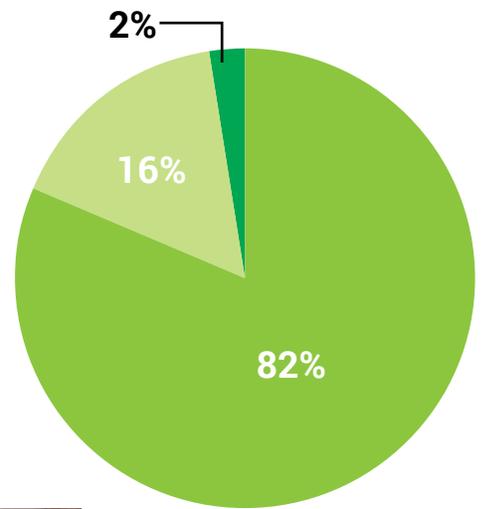
Total Days	45,939
Median LOS Discharges	16
Average Daily Census	125.5

Duration	
1-7 Days	39%
8-180 days	58%
180+ Days	3%



PATIENTS SERVED BY GEOGRAPHICAL AREA

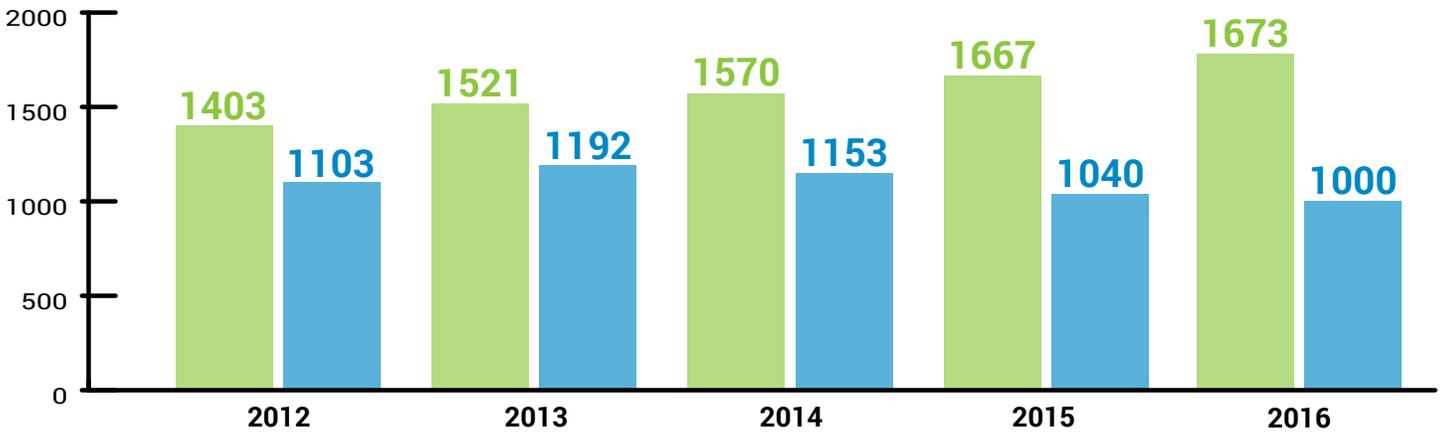
Area	
Orange County	1,145
Sullivan County	229
Ulster County	25
Total	1,399



REFERRALS & ADMISSIONS

Referrals

Admissions



PATIENT DISEASE SUMMARY

Cancer	%
Lung	15%
Colon	4%
Renal	2%
Liver/Pancreas	9%
Gastrointestinal	3%
Breast	5%
Blood	2%
Reproductive	7%
Head/Neck	2%
Genito/Urinary	3%
Brain	2%
Other	3%
Total	57%

Non-Cancer	%
Heart	7%
Alzheimers	9%
Respiratory	13%
Stroke	4%
Liver/Renal	2%
Parkinsons	4%
Other	4%
Total	43%

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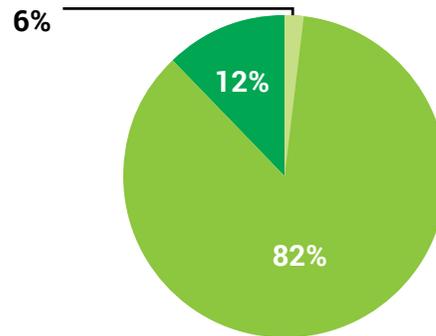
PATIENT DISCHARGES

Live Discharge	
Discharge due to ineligibility	49
Moved out of service area	25
NonContracted SNF	6
Revocations	129
Total Live Discharges	209

Discharged by Death	
Expired at Acute Care Facility	144
Expired at Home	620
Expired at Hospice Residence	105
Expired at Skilled Nursing Facility	29
Total Discharges by Death	898

PATIENTS BY PRIMARY PAYOR

Primary Insurance	
Medicaid	6%
Medicare	82%
Commercial Insurance	12%



A Chrysalis is a place that's contained, and time is set aside for quiet growth. It's a time when there is growth that occurs safely inside, preparing for reentry into the world and when ready, the Butterfly emerges expands its wings and pumps life into its veins and flies ready for a new perspective of life. In 2016 Hospice of Orange and Sullivan Counties, Inc. launched its first annual bereavement program in Sullivan County designed for children ages 5 thru 15 who are grieving the death of a loved one.

Hospice of Orange and Sullivan Counties, Inc., Bethel Woods Center for the Arts and the YMCA of Sullivan County came together to create this free three day day-camp full of healing activities for children and youth of Sullivan County. Through play, art, music, discussion, and activities, the camp provided an atmosphere of safety, acceptance, understanding, education, and grief counseling. Trained staff including Hospice Social Workers, Hospice Bereavement Volunteers and YMCA staff ushered the campers thru their grief responses and taught effective coping skills. The program will continue and expand in 2017.

Memorial Reflection Site with a Bench, Butterfly Bush and Stepping Stone at the YMCA site in Rock Hill, NY

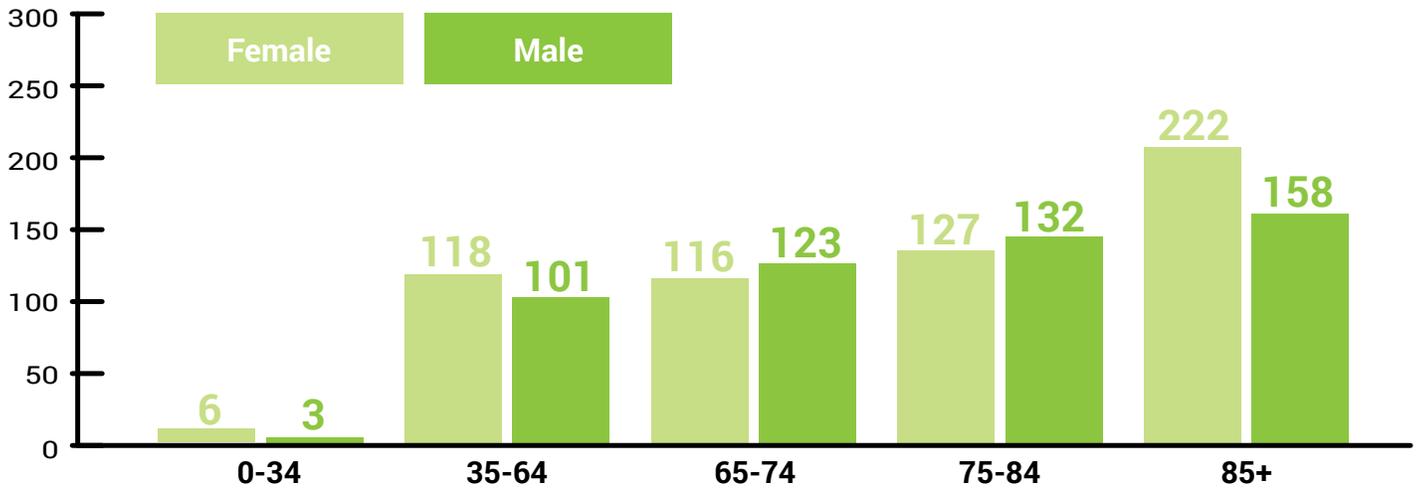


GENDER/AGE

Female	
0-34	6
35-64	118
65-74	116
75-84	127
85+	222
Subtotal	589

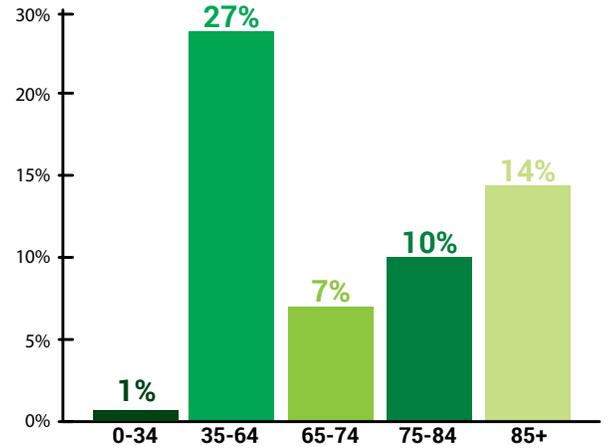
Male	
0-34	3
35-64	101
65-74	123
75-84	132
85+	158
Subtotal	517

Total: 1,106

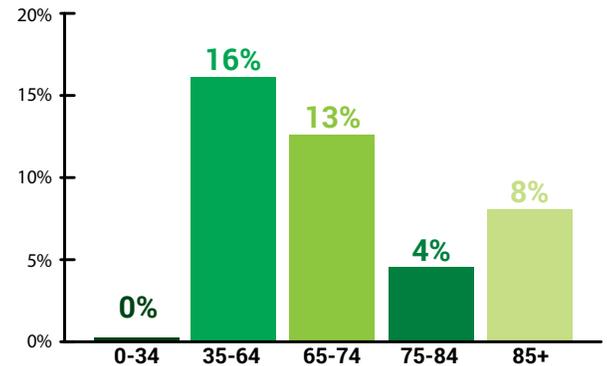


*These patients are included in the overall Hospice patient count.

Gender/Age	
Female 0-34	1%
Female 35-64	27%
Female 65-74	7%
Female 75-84	10%
Female 85+	14%



Gender/Age	
Male 0-34	0%
Male 35-64	16%
Male 65-74	13%
Male 75-84	4%
Male 85+	8%



Total Days	3,200
Average Daily Census	8.7
Average Residential Beds	6.7
Average Inpatient Beds	2.1
Number of Patients	155



*** 2016 Donations: \$902,617 / 2016 Operating Costs: \$11,905,638**

Your Support is appreciated and your gift stays close to home.

It is our goal each year to raise 10% of our annual operating costs through special events, donations, memorials, tributes, grants and gifts.

Contributions make a difference in your community - all it takes is a gift to Hospice of Orange and Sullivan Counties, Inc. Chances are your family or someone you know has already benefited from services offered by Hospice.

Your gift can be personal and as unique as you choose.



- * Honor the memory of a loved one with a Memorial Gift.
- * Commemorate a birthday, say "thank you," or otherwise acknowledge a special person with an In Honor of Gift.
- * Provide for Hospice of Orange and Sullivan Counties, Inc. in the future with a Deferred or Planned Gift—a gift you designate for Hospice to receive such as a bequest, trust, annuity, or insurance policy.
- * Make a donation In Honor of your Wedding guests or family celebration/event.
- * Encourage your company or organization to sponsor a fundraising Special Event like the annual Hospice Spring Gala, Hospice Golf Classic or the Holiday Tree of Life.
- * Have a leaf engraved in Memory or in Honor of a loved one to be placed on the Kaplan Family Hospice Residence Tree of Life for a donation of \$500 or more.
- * Make an end of year gift.

As a not-for-profit organization, your donation is tax deductible, and there may be further tax advantages with carefully planned giving. Should you decide to give, you may contribute by check or credit card, by mail, phone or online.

For more information or to make a donation please contact the Development Office at (845) 561-5362 x 324 or go to hospiceoforange.com

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2016 Events



**Golf
Classic**



Showers to Flowers Gala



**Forestburgh
5k Run**



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