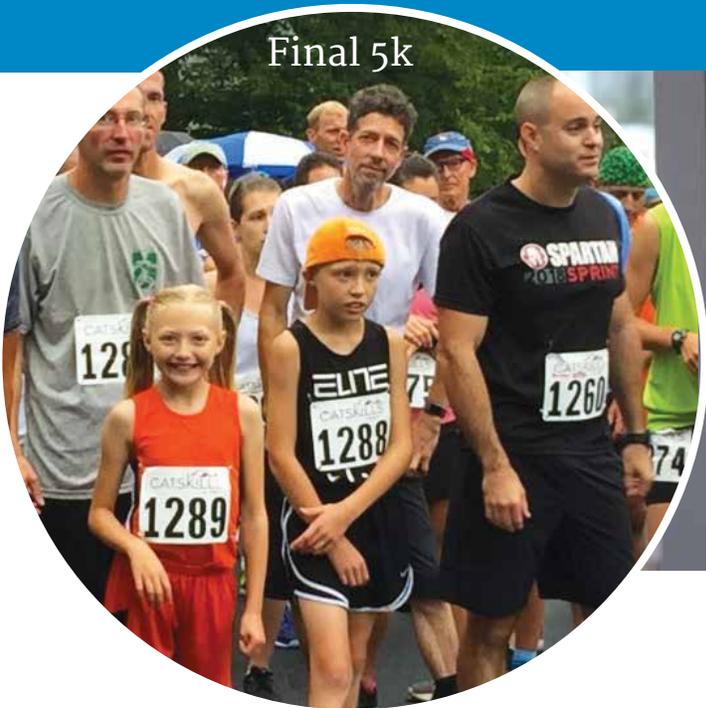


a plan for *Living*

made possible by hospice

Final 5k



2018 Annual Report



Veterans Breakfast



Presidents
Community
Breakfast



YEARS OF
COMPASSION

1988 - 2018

HOSPICE of ORANGE & SULLIVAN Counties, Inc

845-561-6111
hospiceoforange.com

800 Stony Brook Court
Newburgh, NY 12550

A Message from Hospice President & CEO



At the end of 2018, our program completed its 30th year of providing hospice services to the people of Orange County and 25 years to the people of Sullivan County. It was also about 25 years since we were first allowed to serve people residing in nursing homes. In addition, in 2018 we celebrated 12 years of operations at our charming Kaplan Family Hospice Residence.

By the end of 2018, we cared for nearly 1,300 patients, the largest number ever served in one year. Most of these patients were able to receive care in their own homes. The land area of Orange and Sullivan Counties covers nearly 2,000 square miles and to provide care throughout is no easy feat. Our staff and volunteers travel an unbelievable number of miles each year to reach patients and families. These hospice volunteers, nurses, aides, chaplains and social workers are out there every day and even in the night to provide care. So, it is not surprising that we are exceptionally proud of our wonderful staff. We have even more reason to be proud of them now. The results of the family satisfaction surveys show our hospice

is providing above average care when compared to more than 1,000 hospices nationwide. In our last quarterly survey conducted by an independent company, we were ranked at the 98th percentile for the question "would you recommend this hospice to others". This ranking means we performed exceptionally well when ranked against hospices across the country.

To score this high when compared to such an elite group, it is a direct result of a staff which exceeds in all levels of professionalism, competency and compassion. I must express my grateful appreciation to all our wonderful staff and volunteers for their service to our hospice patients and families.

— Dan Grady, M.S. President & CEO

Staff and Volunteers Celebrated

On November 28, 2018, Hospice recognized staff, board members, and volunteers for their years of service. A special recognition was given by Sr. Ann Daly to President & CEO Daniel M. Grady for thirty years of continued dedication and vision to Hospice. Also receiving recognition for thirty years of service as volunteers were hospice volunteer, Dee Vavricka and Board Members, Glen Heller, Barbara Naru and A. Vincent Mazzie.





Since its inception in 1988, Hospice of Orange and Sullivan Counties Inc. has made significant progress in meeting the goals of its mission. We provide the highest possible level of end of life care to those individuals suffering with life-limiting illnesses. In addition to patient care, we are proud to provide support to the families of our patients both throughout the term of the illness and afterward by providing bereavement services.

In 2018, we provided 1,286 patients and their families with end of life care which was professional, compassionate, and deals with all aspects of their physical, emotional and spiritual needs. This high level of care was not possible without the dedicated work of our staff and volunteers. All these services were provided under the outstanding leadership of President and CEO Dan Grady and his management team.

It has been an honor to serve as Chairman of the Board for the past two years, I have had the unique opportunity to serve with a dedicated Board of Directors and I look forward to continuing my service on the Executive Committee. As my final act as Chairman I am pleased to submit the 2018 Annual Report which outlines the work performed and services provided by Hospice. We all owe a true debt of thanks to all our employees and volunteers who do so much for all of us.

Hon. Francis D. Phillips - Chairman of the Board

Board of Directors

Hon. Francis D. Phillips, **Chairman**
Joseph V. Smith, **Vice Chairman**

Glen L. Heller, Esq., **Treasurer**
John F. Rath III, **Secretary**

Hon. Jeffrey G. Berry,
Immediate Past Chairman

Ronald K. Barton
Daniel Berkowicz, LMSW, ACSW
Faith Ferguson
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Hon. Anthony T. Kane
Joan P. Kaplan, LCSW
Dr. Joseph Lauterstein
Barry Lewis
Eric L. Maldonado

A. Vincent Mazzie
Charles Milich
Barbara Naru, DNP, RN
Ian Rieger
Lauren Rowley
Sr. Ann Sakac
Derrick Saunders
Thomas P. Sullivan

EMERITUS Board Members
John A. D'Ambrosio, Ed.D.
James E. Fogarty, Jr.
George Handler
Susan Jensen, MD
William Kaplan
Marc Mendelsohn
David Mendelson, MD
* Edna Polin Deceased

Administration

Daniel Grady, **President and CEO**
Sandra Cassese, RN, MSN, CNS,
Vice President & COO
Jeanne Maltes, **Vice President of Finance**

Rosemary Kristiansen, RN,
Vice President of PI/Palliative Care
Dr. Robert Dinsmore, **Medical Director**



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.

Camp Chrysalis was held August 24 – 26, 2018. This was the third year Hospice, partnering with the YMCA of Sullivan County, provided this three-day grief program for children in Sullivan County, offering a day-camp full of healing activities for children ages 5 to 17 grieving the death of a loved one that has occurred within the last two years. Through play, art, music, discussion, and activities, the camp provides 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 continues to expand with the vision of reaching more and more children in need of this valuable service. Camp is free, as with all our other bereavement services.

We apply for various funding through available grants, donations and in-kind contributions to bring this program to our communities. Our 2018 Camp Program included Therapeutic Drumming with Josh Robinson, who is affiliated with many arts organizations and partner organizations for his work with grieving children The Moyer Foundation, and NAGC (National Alliance For Grieving Children). Therapeutic Music Therapist, Elisa Parker, who wrote a special Camp Chrysalis song for our campers, joined the program this year and will be back in 2019.



"Drumming can be used as a tool to teach many life and coping skills, and can provide a positive and creative outlet while acting as a vehicle for self-expression and emotional release in a safe space." ~Josh Robinson



Campers make their own drums and are taught to use the drum as an option for coping and channeling their grief.



Hospice Staff and Volunteers and YMCA Staff including Ginger, the therapy dog!



Bereavement Support Groups for Families and Community

Hospice of Orange and Sullivan Counties provides supportive bereavement services and grief counseling for anyone experiencing the loss of a loved one.

These services are available as early as the time of diagnosis all the way through the duration of the illness and the grieving process for families receiving hospice care. Hospice also provides Bereavement Support Groups throughout the counties we serve for community members in need of grief support. These services are free to the public and contribute to Hospice of Orange and Sullivan Counties being the leading community resource for end of life care, bereavement and grief counseling.



WE HONOR VETERANS

In March 2018, Hospice held its first annual Veterans Appreciation Breakfast. Our guest speaker, **Retired Brigadier General Dana B. Demand**, a former Hospice Board Member and former Commander 105th Airlift Wing Stewart Air National Guard, shared his respect and support of hospice services, and **Master Sergeant MaryKay Messenger**, premier vocalist for the West Point Band, sang our National Anthem.

A presentation of our **We Honor Veterans Program and Hospice Veteran to Veteran Volunteer Program** was delivered to the approximately 150 honored Veterans and guests. Hospice cares for many Veterans in Orange and Sullivan County who are at the end of life. We offer to recognize all hospice patients who have served in the military with a recognition of their choosing. Each Veteran 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 Veterans and family members who agree to be saluted. We have reached out and made great relationships with local Veteran Organizations who assist with the Honor Salute Ceremony for our Veterans.

In 2018 we had the honor and privilege to thank and provide:

85 recognitions / salutes



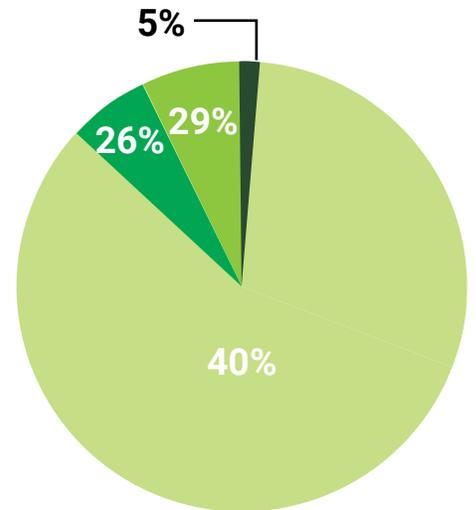
We could not provide this special recognition without the assistance of our Veteran community, local crafters who provide patriotic blankets and local school children who make cards thanking Veterans for their service.



PATIENT DAYS

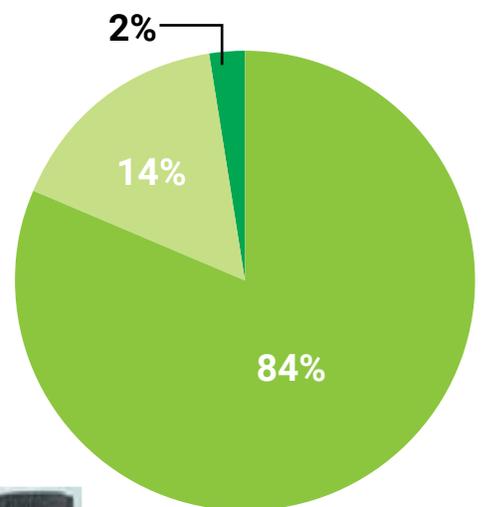
Total Days	52,180
Median LOS Discharges	11
Average Daily Census	143
Average SNF	9
Average Inpatient Beds	6.1
Total Patients Served	1,286

Duration	
1-7 Days	40%
8-29 days	29%
30-180 Days	26%
180+ Days	5%



PATIENTS SERVED BY GEOGRAPHICAL AREA

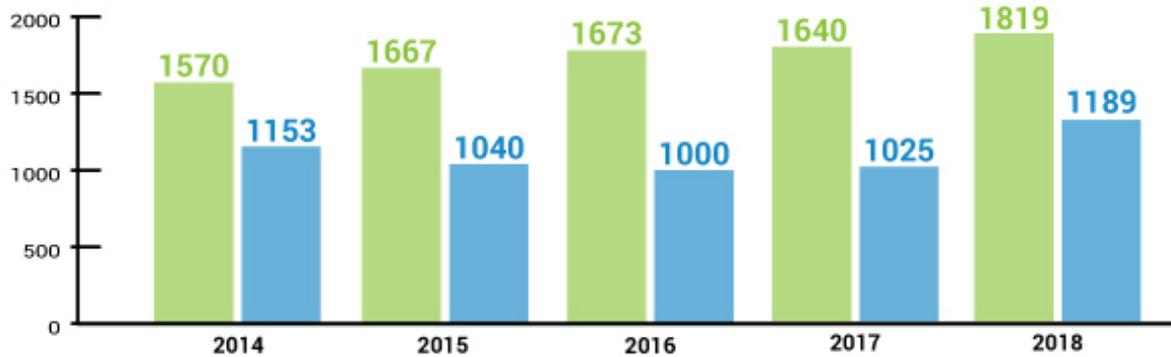
Area	
Orange County	1,076
Sullivan County	188
Ulster County	22
Total	1,286



REFERRALS & ADMISSIONS

Referrals

Admissions



PATIENT DISEASE SUMMARY

Cancer	%
Lung	12%
Colon	4%
Renal	1%
Liver/Pancreas	7%
Gastrointestinal	3%
Breast	5%
Blood	3%
Reproductive	6%
Head/Neck	1%
Genito/Urinary	1%
Brain	2%
Lymphoma	1%
Other	4%
Total	50%

Non-Cancer	%
Heart	11%
Alzheimers	9%
Respiratory	16%
Stroke	4%
Other	10%
Total	50%

a plan for
Living

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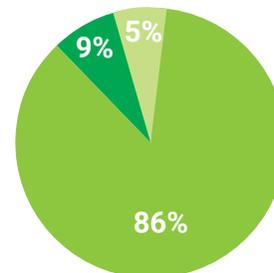
PATIENT DISCHARGES

Live Discharge	
Discharge due to ineligibility	21
Moved out of service area	9
Seeking Active Treatment	26
Revocations	56
Transferred to other hospice	2
Total Live Discharges	114

Discharged by Death	
Expired at Acute Care Facility	264
Expired at Home	645
Expired at Hospice Residence	138
Expired at Skilled Nursing Facility	43
Total Discharges by Death	1,090

PATIENTS BY PRIMARY PAYOR

Primary Insurance	
Medicaid	5%
Medicare	86%
Commercial Insurance	9%



Community Outreach...A Team Effort

The Friends of Hospice have continued to grow as Ambassadors of the Hospice Mission, and in financial support of our Children's Grieving Services. The Children's Grieving Center and Camp Chrysalis, programs offered at not cost to our communities, benefit from the FOH financial support for programing, books and supplies. The Friends host various Friend and Fundraisers throughout the year such as: The Annual Mum Sale and popular Witch Hat Party, along with their Annual Spring Membership Event.

Hospice outreach efforts continue to expand across the counties we serve. Both staff and hospice volunteers represent our services at Health and Wellness Fairs, Senior Community events, and community educational forums offered at Senior Centers, Libraries and recently at Adult Education Classes at the Mount Saint Mary Desmond Campus.



Community outreach and education is implemented throughout the year and is an important resource to reach our communities in a personal way.

In the spring we held our 1st Annual Veterans Breakfast. The program was geared to not only thank and honor, but to educate about Hospice Care for our Veterans, and to engage them to consider joining our Veteran to Veteran Volunteer Program. Our Guest speaker was Retired Brigadier General Dana B. Demand, a former Hospice Board Member and former Commander 105th Airlift Wing Stewart Air National Guard.

In November, in celebration of National Hospice and Palliative Care Awareness Month, we held our 1st Annual President's Breakfast, educating our community on our services and the Hospice Medicare Benefit. Guest speaker Mr. David Terwilliger, gave a heartfelt testimony of the four months of care his wife Maureen received at home and an emotional video presentation was given by Mrs. Ronny Murphy, mother of daughter Jesyca-Murphy Greene, who received care at the Kaplan Family Hospice Residence.

*This touching video can be viewed on our website:
<https://hospiceoforange.com/kaplan-residence/>



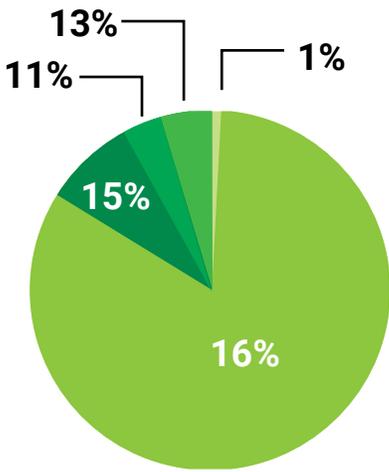
*These patients are included in the overall Hospice patient count.

Total Days	3,141
Average Daily Census	8.6
Average Residential Beds	6.1
Average Inpatient Beds	2.5
Number of Patients	209

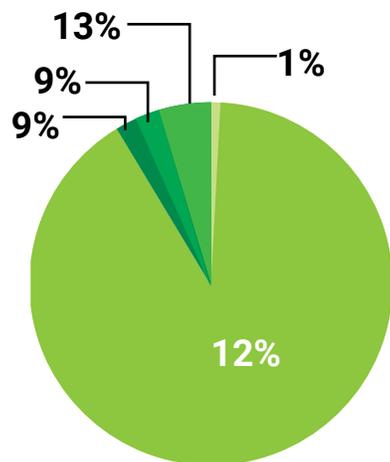
GENDER/AGE

Gender/Age	
Female 0-34	1%
Female 35-64	13%
Female 65-74	11%
Female 75-84	15%
Female 85+	16%
Total	56%

Gender/Age	
Male 0-34	1%
Male 35-64	13%
Male 65-74	9%
Male 75-84	9%
Male 85+	12%
Total	44%



Female by Age



Male by Age



*** 2018 Donations: \$746,518 / 2018 Operating Costs: \$13,741,613**

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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Living
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2018 Events

Connect with Hospice of
Orange and Sullivan



**30th Anniversary
Pearl Gala**



**Golf
Classic**



**Final
Forestburgh
5k Run**



**Holiday
Tree of Life**



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