



A Plan for Living

HOSPICE

of ORANGE & SULLIVAN Counties, Inc.

845-561-6111 | 800 Stony Brook Court, Newburgh, NY 12550



2019 Annual Report



Our Mission:

To be the leading community resource for providing patients and families with compassionate physical, emotional and spiritual end of life care with comfort, dignity and respect.

About us...

Hospice of Orange and Sullivan Counties, Inc. was incorporated in 1988 as a 501 c3 through an outgrowth of an initial effort in 1981 by three community nurses to provide much-needed support to individuals with terminal illnesses. In 1993, then Hospice of Orange in the Hudson Valley, Inc. began serving patients in Sullivan County, subsequently becoming Hospice of Orange and Sullivan Counties, Inc. We are certified by the NYS Department of Health, Centers for Medicare & Medicaid Services and accredited by The Joint Commission.

Hospice is a specialized concept of care designed to provide comfort and support to patients and their families when a life-limiting illness no longer responds to cure-oriented treatments. Hospice care neither hastens nor postpones death. The goal of hospice care is to improve the quality of a patient's life by offering comfort and dignity. Hospice care is provided by a team approach of specially trained professionals, volunteers and family members. Hospice addresses all symptoms of a disease, with a special emphasis on controlling a patient's pain and discomfort and also provides the emotional, social and spiritual support for the patient and the patient's family.

Hospice of Orange and Sullivan Counties, Inc. provides end of life palliative care in the Home, Hospital, Nursing Home (Skilled Nursing Facility), Group Home, Adult Care Facility or The Kaplan Family Hospice Residence, located in Newburgh. Most hospice care is provided in the home, with a family member or members serving as the primary caregiver.

A Message from our President & CEO and Chairman of the Board

As Hospice of Orange & Sullivan Counties, Inc. continues to advance, in 2019 we reached the thirty-one-year mark of providing Hospice care and services across Orange and Sullivan Counties. We continue our mission in providing compassionate physical, emotional and spiritual end of life care with comfort, dignity and respect.

Although we have been providing this exceptional care for over three decades, it is still a challenge to educate our communities about our services and the benefit having Hospice Care sooner rather than later.

As part of our commitment to community, we will continue to educate the philosophy of Hospice Care and our bereavement services in all ways possible through our website, social media platforms, in-services with healthcare providers and community education platforms, as well local marketing opportunities and our FOCUS Newsletter.

By the end of 2019, we cared for 1,277 patients and provided 50,308 days of care. 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.

We are honored by the families who place their trust and faith in our Hospice team. We are grateful for the opportunities we receive to make a difference in the lives of our patients and families and appreciate the testimonies and stories you share, giving others the confidence to call upon us as well.


With Gratitude,



Dan Grady
Dan Grady
President & CEO



Joseph Smith
Joseph Smith
Board of Directors
Chairman



2019 Board of Directors

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David Mendelson, MD
Edna Polin *deceased

2019 Patient Statistics

Patient Days	
Total patient days of care:	50,308
Median Length of stay Discharges:	11
Average Daily Census:	137.8
Average Skilled Nursing Facility Census:	7.7
Average Inpatient Census:	3.5
Total Patients Served:	1,277

Duration	
Total Patient served 1-7 Days	44%
Total Patients served 8-29 Days	29%
Total Patients Served 30-180 Days	23%
Total Patients Served 180 Days +	4%

Patients Served By Area	
Total Patients Served in Orange County	83%
Total Patients Served in Sullivan County	15%
Total Patients Served in Ulster County	2%

Patient Disease Summary	
Total Non-Cancer Patients	55%
Total Cancer Patients:	45%

Referrals and Admissions	
Total Patient Referrals	1,908
Total Admissions	1,186

Patient Discharges			
Live Discharges		Discharged by Death	
Discharged due to ineligibility	29	Expired at acute care facility	223
Moved out of Service Area	32	Expired at home	673
Seeking Active Treatment	37	Expired at Hospice residence	135
Revocations	53	Expired at skilled nursing facility	34
Transferred to other facility	2		
Total Live discharges	153	Total Discharged by Death	1,065

Patients by Primary Payor	
Total Patients Served with Medicaid	7%
Total Patients Served with Medicare	87%
Total Patients Served with Commercial Insurance	6%

The Kaplan Family

In 2019 the Kaplan Family Hospice Residence Provided 2,903 days of care with an average daily census of 8.0, an average residential census of 7.4 and an average inpatient census of 0.5. The Kaplan Family Hospice Residence served a total of 189 patients and their families.



2,903 days of care



*Average Daily
Census of 8.0*



*Average
Residential Census
of 7.4*



*Average Inpatient
census of 0.5*



*189 Patients and
Families Served*

Hospice Residence

Residence Services:

The Kaplan Family Hospice Residence is the only facility in Orange and Sullivan Counties designed and built to provide 24-hour hospice care. It's gracious, peaceful design and dedicated professional staff means that the Residence offers the best in hospice care.

- ♦ Eleven comfortable private rooms with bath, phone, cable TV, and computer access with attached patio
- ♦ 24-hour, 7 days/week care from Registered Nurses, Licensed Practical Nurses and Hospice Aides
- ♦ Utilizing an interdisciplinary approach to care, social workers, spiritual care counselors, bereavement counselors and trained volunteers coordinate with the client and family to assure their needs are met
- ♦ A common area for residents and visitors to enjoy including a meditation room, sunroom, parlor, dining room and gardens
- ♦ A spa suite offering complementary therapies and whirlpool tub unlimited visiting hours, unrestricted by age; family pets may also visit
- ♦ Professional on-site chef manager and staff to prepare three home-style meals daily
- ♦ Nourishment Center with cooking facilities for family and visitors to prepare a special meal for their loved ones, as well as stocked snacks and refreshments available 24 hours, 7 days/week for client use
- ♦ Laundry facilities on-site for resident's personal belongings
- ♦ Hospice services provided under the guidance of the Hospice Medical Director

2019 Events

Hospice Gala



Every spring we hold an annual gala in honor of a major donor for their support and dedication to Hospice and our community. The gala is the largest of the three major events, netting the organization over \$100,000 each year. Approximately 300 supporters come together for an elegant, fun evening filled with cocktails and hors d'oeuvres followed by the finest dining, dancing, premium auction prizes and a 50/50 raffle drawing. All proceeds benefit Hospice's Homecare program and The Kaplan Family Residence.

Veterans Breakfast



Annually, Hospice of Orange and Sullivan Counties, Inc. offers a free breakfast to all local veterans which is sponsored by local businesses. This breakfast is to honor veterans who have served our country and to educate our community about our "Hospice, We Honor Veterans Program".

Golf Outing



Our highly anticipated annual golf outing is held on a Monday in August at a prestige golf course in the Orange and Sullivan County area. After golfing, golfers and community members are invited to enjoy cocktail style dining and open bar, with the award presentation. Our famous \$25,000 raffle drawing will follow with ten lucky winners chosen, including a \$10,000 winner!



President's Community Breakfast

November is National Hospice & Palliative Care Month. To kick off the month Hospice of Orange & Sullivan Counties, Inc. holds a complimentary community breakfast. If you would like to learn more about our Hospice program's philosophy, mission and ways to get involved in our program this would be the event for you.

Tree of Life



Every year, contributions are made to Hospice's Holiday Tree of Life in Honor or In Memory of a friend or loved one. That special person's name is placed on an ornament of their choice and displayed at any of our locations. For the entire month of December, three 12-foot trees stand graciously at the Galleria Mall at Crystal Run in Middletown, two 10-foot trees stand at Adams Fairacre Farms in Newburgh and Peck's Markets generously displays ornaments at their 4 stores in Livingston Manor, Jeffersonville, Eldred and Callicoon. A tree lighting ceremony is held at the Galleria Mall at Crystal Run at the beginning of the month to kick off the holiday season. The donations made go to help someone who is receiving Hospice end-of-life care or

If you are interested in attending or sponsoring one of our events please go to our website at www.hospiceoforange.com and click on our news and events tab.

Bereavement Services and Grief Counseling

Hospice of Orange and Sullivan Counties, Inc. 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. Anyone who has experienced the loss of a loved one knows how important it is to have care and emotional support during and sometimes long after that difficult time.

Adult Grief Support Groups

A group setting can allow you to share your story and find healing through a community of common experiences. Groups meet in various locations in Orange and Sullivan Counties. Note that bereavement support groups are provided free of charge to anyone in the community, regardless of whether the loved one was on hospice care or not. Our support groups offer a grief themed curriculum that runs on a six-month rotation. New members may join at any time and continue as needed. These groups combine grief counseling and education designed to promote healing. The goal of these groups is to provide emotional, psychological, and moral support for its members. Members who join are encouraged to participate for 12 consecutive sessions to benefit from the full impact of the supportive curriculum.

- **In 2019, our six different bereavement groups served a total of 201 individuals. 140 of those individuals resided in Orange County and 61 resided in Sullivan County. Of the 201 served, 120 individuals were Hospice family members, 63 were community bereaved and 18 remained anonymous.**



**140 ORANGE
COUNTY**



**61 SULLIVAN
COUNTY.**



**120 HOSPICE
FAMILY MEMBERS**



**63 COMMUNITY
BEREAVED**



**18 REMAINED
ANONYMOUS.**

Individual Grief Counseling

Grief can be as individual as the person experiencing it, so providing comfort must also be personalized. Our social workers assist hospice families with grief support and may meet one-on-one in homes, workplace, or at an alternate site. Our agency offers individual and/or family grief counseling services by Licensed Clinical Social Workers to family relatives of those who received Hospice Care.

- **Hospice of Orange & Sullivan Counties, Inc. additionally provided individual bereavement session to 23 hospice family members.**



The Children's Grieving Center

The Children's Grieving Center provides families in Orange & Sullivan Counties with loving support in a safe place where children, teens and their families grieving a death can share their experience as they move through the healing process.

- The Children's Grieving Center served 60 children and 20 adults through the efforts of both The Children's Grieving Center Newburgh support group and Camp Chrysalis in Rock Hill. (27 Children and 20 Adults in the Newburgh support group and 33 children at Camp Chrysalis).



The Children's Grieving Center

27 children
20 adults



Camp Chrysalis

33 children

Coping Through the Holiday Seminars

Each Fall the agency offers Holiday Coping Seminars in the community. These seminars are designed to support and assist anyone in the community struggling with a loss during the holiday season.

- Our Coping Through the Holidays seminars were held at 4 different locations throughout orange and Sullivan counties. In 2019 our seminars served a total of 40 individuals in our community.



MIDDLETOWN
21



MONTICELLO
7



MONROE 10



NEWBURGH 2

Contact us at (845) 561-6111 for more information on our bereavement services and grief counseling.

Hospice Volunteers

Hospice volunteers are important members of the hospice family team providing support to persons on hospice and their family. Bereavement support is provided by a volunteer who listens to the bereft after the loss of their loved one. Volunteers share skills and interests in a manner that provides comfort and enriches the quality of life for those served, such as:

- ◆ Companionship
- ◆ Caregiver relief
- ◆ Letter-writing or journaling/video messages
 - ◆ Assistance with hobbies or crafts
 - ◆ Help organizing paperwork
 - ◆ Playing card or board games
 - ◆ Celebrating special occasions
 - ◆ Being a friend

The primary role of our volunteer is to provide companionship and or caregiver relief to persons on Hospice and their families. We offer various areas of volunteering within our organization. One of which is office support in both Newburgh & Middletown locations.

Veterans, persons in the community that are bilingual and Snow Birds welcome to apply and interview. Accepting calls from interested parties on an ongoing basis even when training is filled or past deadline.

Once the prospective volunteer has graduated from the training he or she are encouraged to provide volunteer support in and around the geographic area of which you reside.

*Our need and focus are in areas of Middletown, Goshen, Pine Bush, Montgomery, Walden, Bloomingburg, Port Jervis, Wurtsboro and all of Sullivan County.



Hospice Celebration of Life Program

The Hospice Celebration of Life program is available to persons receiving Hospice Care and their families through the generous gift of the Kimler Family In Memory of Frank Kimler. This program is a permanent presentation of a persons life told through the beautiful art of scrap-booking. These scrapbooks are created by very talented and experienced hospice volunteers who work with the patient and or family to create a beautiful keepsake.

Planning the scrapbook allows everyone to contribute anecdotes and family stories that may have otherwise been lost. This affords family members and friends the chance to learn things they never knew. This is a unique gift allowing a person to share their wisdom, traditions, and special moments...telling their story as only they can.

Vigil Volunteer

Hospice of Orange and Sullivan Counties, Inc. offers a hospice vigil at the bedside. This kind of support provides compassion, comfort, understanding and presence at the bedside during the final hours of life. The vigil volunteer offers emotional, spiritual and practical support to caregivers during the final hours. Our volunteers know first-hand how hospice care can add meaning and purpose to the lives of persons on hospice, their family and friends.

Veteran to Veteran Volunteers

Hospice is dedicated to providing superior end of life care to all veterans. We are seeking veteran volunteers to support veterans on our hospice program through our Veteran to Veteran Volunteer Program. This program allows the veteran patient to be paired with veteran volunteer who can provide unique support, bedside reminiscing, participation in veteran recognitions and the opportunity to explore obtaining awarded medals not received.

**Interested persons may contact Volunteer Services at
(845) 561-6143 x 317**

How to Help us Grow

In 2019, Hospice of Orange & Sullivan Counties, Inc. operating costs were \$13,406,237. We received \$762,822 in donations. Every year our goal is to raise 10% of our annual operating costs through special events, donations and memorials.

Contributions make a difference here at Hospice we believe that no donation is too small or too big. We are here to help you make your gift as unique as you choose the ways to give are limitless.

For more information please go to our website at
www.Hospiceoforange.com/ways-to-give/
or call us today at (845) 561-6111

As a not-for-profit organization your donation is tax deductible.

Tribute Gifts

Honor the memory of a loved one with an In Memoriam gift. Your gift is acknowledged and sent to whomever you like, commemorate a birthday, say “thank you,” or otherwise acknowledge a special person with an In Honor gift. The honoree will receive a card announcing your gift.

Planned Gifts

Donors who have given to Hospice through estate planning tools such as charitable gift annuities, pooled income funds, charitable remainder trusts, bequests, endowments, and beneficiary designations, are able to make significant contributions that may not be possible during their lifetime.

Friends of Elizabeth

Designate your gift to help patients who are less fortunate or under-insured.

Kaplan Family Hospice Residence Tree of Life

The Kaplan Family Hospice Residence Tree of Life was created as a way to commemorate loved ones and create a space suitable for reflection. The Tree of Life provides an opportunity for you to permanently honor or memorialize your loved one by purchasing a **bronze (\$500)**, **silver (\$1000)**, or **gold (\$2,500)** leaf. Each leaf is engraved with the donor or loved one’s name and added to the tree, located in the lobby of the Kaplan Family Hospice Residence.

Third-Party Events

Groups may sponsor an event to raise funds for Hospice of Orange and Sullivan Counties. This kind of activity is called a “third-party” event. Some examples include a golf tournament, a walk-a-thon, or a bike rally.

Thankyou to our supporters...

President's Guild (\$1,000,000+)

Estate of George and Harriet Cornell
Kaplan Family Charitable Foundation

Visionary's Guild (\$250,000-\$999,999)

Estate of Dudley F. Corsa
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**Forestburgh 5K
The William and Elaine Kaplan Family Private Foundation
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Provident Bank Charitable Foundation
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Totals reflect cumulative donations of at least \$15,000 to Hospice since corporate inception in 1988 through 2019.

***New Benefactors **Elevated Benefactors**

Director's Guild (\$25,000-\$49,999)

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We regret any omissions, they are unintentional.