

ANNUAL REPORT 2011

*...that is
what we do!*



Hospice Southeastern Connecticut

Our Mission

To provide quality care for people with life-limiting illnesses and support for their loved ones before and after death.

Our Vision

To be the premier hospice organization providing care in our community.

Our Values

- Compassionate care that respects the uniqueness of our patients and their families and enhances the quality of their lives.
- An interdisciplinary group of experts that offers advocacy, medical care, pain management, spiritual and psychosocial support for a patient's daily needs.
- A team of volunteers trained in the philosophy of hospice care.
- Care at home or wherever the person lives.
- Bereavement support for all members of New London County.
- Support for the dignity of everyone involved in our care.
- Responsible management of finite resources to provide for the future ability to fulfill our mission.
- A strong community presence.

Voices of Leadership

The end of life care that came to the United States first in 1974 has become a unique set of services called "hospice care". That set of services is delivered by professionals with expertise in caring for a person and their family at the end of life's journey and then following the family after death during bereavement. The magnificent challenge to make available information, education and choices during such a difficult time has now been met by the over 5,000 hospice programs in the United States, offering care to nearly 1,600,000 individuals in 2009. In that same period of time, approximately 41.6% of all deaths in the US were under the care of a hospice program.

Hospice care is now recognized as part of the continuum of healthcare. Healthcare has become very complicated and many times difficult to deliver as simply as one "human being" wanting to provide care to another "human being" who is in need. Yet since 1985 Hospice Southeastern Connecticut has never wavered in our mission to provide a choice for those facing a limited life expectancy and to provide an excellent Interdisciplinary Group to support the patient and family throughout the illness and after death. Hospice Southeastern Connecticut complies with multiple layers of regulations and criteria but the focus remains on the patient and family and what they deserve to have available to them at this most difficult time in their lives.

Because that is what we do...

As we look back on this fiscal year and our committed staff, volunteers, Board of Directors; steady growth, continued strong fiscal position and focus on our vision to offer the choice of quality end of life care to our community, we can say that we are doing what we need to do. We have a vision that someday on our gift of land we will build a hospice residence: a place with a home like environment for terminally ill patients as an alternative to home, hospital or nursing home care. As we "do what we need to do" for patients and their families we move towards our strategic vision.

Hospice Southeastern Connecticut has been here for over 8,800 patients since we began in 1985. The next 8,800 patients rely on us to be there for them and their families as well.

Because that is what we do...

Jean Barrasso
President, Board of Directors

Carol L. Mahier, RN, MSN
Executive Director



Choice* – “Thank you so much for letting me do it my way”

When a patient with a terminal illness wants to maintain their autonomy and independence, they find support through the Hospice Southeastern Connecticut Live Alone Program. One such patient expressed his desire to remain a “viable part of society” by living on his own as he had always done. The Hospice SE CT nurse and social worker were able to support this **choice** once it was established that the patient was safe and a plan was in place if living at home was no longer possible. The nurse provided care for the patient’s symptoms and taught him how to manage his care needs. The social worker assessed the patient’s continued safety through **collaboration** with the patient, his family and friends and provided **support** as the patient battled through the reality of his diagnosis. As the patient neared the end of his life, he expressed his gratitude – “Thank you so much for letting me do it my way.”

...that is what we do!



*** Choice** (chois)

– **noun**

1. the right or power to choose
2. an alternative

Thanks from our families

“In his last days he wished to be at home until the end and you really made that possible.”

“Many many thanks to all the great nurses that helped in my husband’s care, so many times I turned to them with questions and they were there to assist me with a kind ear and compassion.”

Financials

Net Revenues

Net Patient Service Revenues	FY 2011	\$4,698,655
Net Assets Released		\$52,037
Total Revenues		\$4,750,692

Expenses

Salaries & Related Expenses	\$3,150,114
Professional Fees and Contracted Services	\$657,879
Patient Supplies/ Equipment & Other	\$764,072
Transportation	\$127,611
Depreciation	\$130,902
Occupancy	\$69,159
Interest	\$69,361
Bad Debt	\$15,000
Total Expenses	\$4,984,098

Gain/(Loss) from Operations **\$(233,406)**

Non-Operational Income

Fundraising Net of Expenses of \$220,086 in 2011	\$255,375
Interest & Investment Income	\$56,811
Realized Gains on Sale of Investments	\$58,830

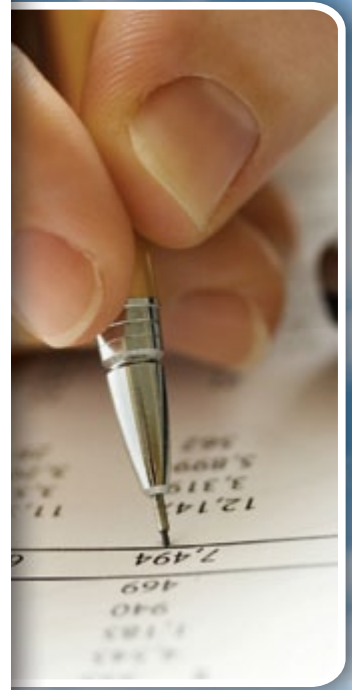
Total Other Income **\$371,016**

Excess Revenue over Expenses **\$137,016**

Change in Unrealized Gains/(Losses) \$217,923

Net Asset Transfer \$0

Increase/(Decrease) in Unrestricted Net Assets **\$355,533**



Governance

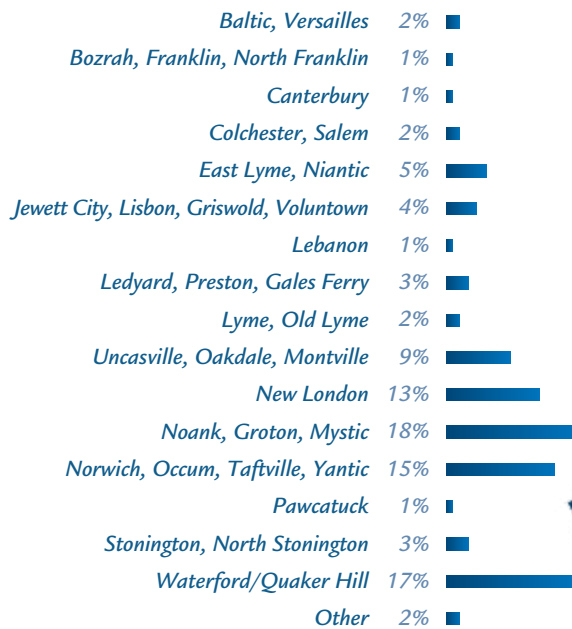
Hospice Southeastern Connecticut is governed by an 18 member Board of Directors. The Board members live and work in Southeastern Connecticut. They know the needs of our communities.

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Jean Barrasso
President, Board of Directors

Carol Mahier, RN, MSN
Executive Director

Patients Served by Town



Unduplicated Patients

637
2010-2011

629
2009-2010

Total Patients: 637



Advocacy* – “Your goals are our priority.”

A young patient, his wife and children facing the physical and emotional challenges associated with cancer, chose to take advantage of Hospice Southeastern Connecticut’s Palliative Care program which allowed him to receive comfort care and support at home while undergoing chemotherapy. The patient’s wife was overwhelmed by the responsibilities of caring for the needs of her family on her own with no income, as they had both lost their jobs. The family’s goal was to help the patient get well and get back to living life as it was before cancer. In support of this **choice**, the Hospice SE CT social worker assisted with the necessary paperwork to get aid through grants and social security. The hospice nurse worked to address the patient’s significant pain issues. As the patient’s illness worsened, hospitalization was needed to address symptoms. The Hospice SE CT staff **collaborated** with the hospital staff to develop an appropriate plan of care for the patient. It was also apparent that the family’s goal needed to change. They decided to move closer to their family abroad and Hospice SE CT was there to **support** their choice. The Hospice nurse and social worker collaborated with the patient’s physician and hospital to prepare the patient for the long trip. The financial support for their trip was partially funded through the **Hospice Southeastern Connecticut Patient Care Fund**. When the Hospice SE CT social worker visited the patient and his family the day before their journey, she saw “the difference in their faces... they appeared peaceful and laughed together... it was priceless.” The social worker stated that she was “grateful to have been able to **advocate** for them.”

...that is what we do!



* **Ad.vo.ca.cy**
(ad-vuh-kuh-see)

— **noun**

1. the act of pleading for, supporting, or recommending

Thanks from our families

“Your care and attention to George was matched by your care and attention to our family. It made his final days good ones for all.”

“I’ll never forget the excellent care you gave my husband two and a half years ago.”

Ways to Give

With philanthropic support, hospice care is available in the home to anyone in need of end of life services. It is only through this generosity that we are able to provide all of the services that make hospice care unique. In many cases, we are able to provide care in skilled nursing facilities. There are many ways to support *Hospice Southeastern Connecticut* through charitable giving.

- A gift of cash or appreciated securities. (*Those making gifts of \$100 or more are invited to join the Circle of Promise acknowledging donors who have provided significant support to our agency.*)
- Naming Hospice Southeastern Connecticut, Inc. in your will.
- Naming Hospice Southeastern Connecticut, Inc. as owner or beneficiary of a life insurance policy.
- A gift of the unused portion of your IRA or pension plan at the time of death.
- A gift of real estate.
- Annuity contracts and trusts that pay you income for your life and that of your beneficiary.

In preparing your will or codicil to an existing will, ask your attorney to include words such as these to ensure your wishes are fulfilled:

"I give to Hospice of Southeastern Connecticut, Inc., a non-profit charitable organization located in Norwich, Connecticut, (amount of dollars) or (a percentage of my estate, securities or real personal property), to be used for its general purposes (or a specific purpose)."

All those making bequests or other deferred gifts are invited to join the Legacy Society. We would be happy to work with you and/or your financial advisor to answer any questions. Please contact the Hospice Southeastern Connecticut Community Development Office at **860-848-5699** or visit our web site at www.hospicesect.org.

Rose Program

Our thanks to the florists who donate to the Hospice Southeastern Connecticut Rose Program. A Rose is delivered by a volunteer to each bereaved primary caregiver within two weeks after their loved one's death.

An Enchanted Florist

Fisher Florist

Flowers by Michael

Forever Flowers & Gifts

Hart's Greenhouse & Florist

Hoelck's Florist

Holdridge Florist

Jewett City Florist and Greenhouses

Le Francois Floral and Gifts

McKenna's Flowers & Plants

Montville Florist

Pot of Green Florist

Simply Flowers

Wild Irish Rose



Fundraise for Hospice Southeastern Connecticut

Making a Difference!

Do you appreciate what Hospice Southeastern Connecticut does for the community? Show your support! Whether you have a connection with the agency or are searching for a way to help our community, consider hosting a fundraising event to benefit Hospice Southeastern Connecticut.

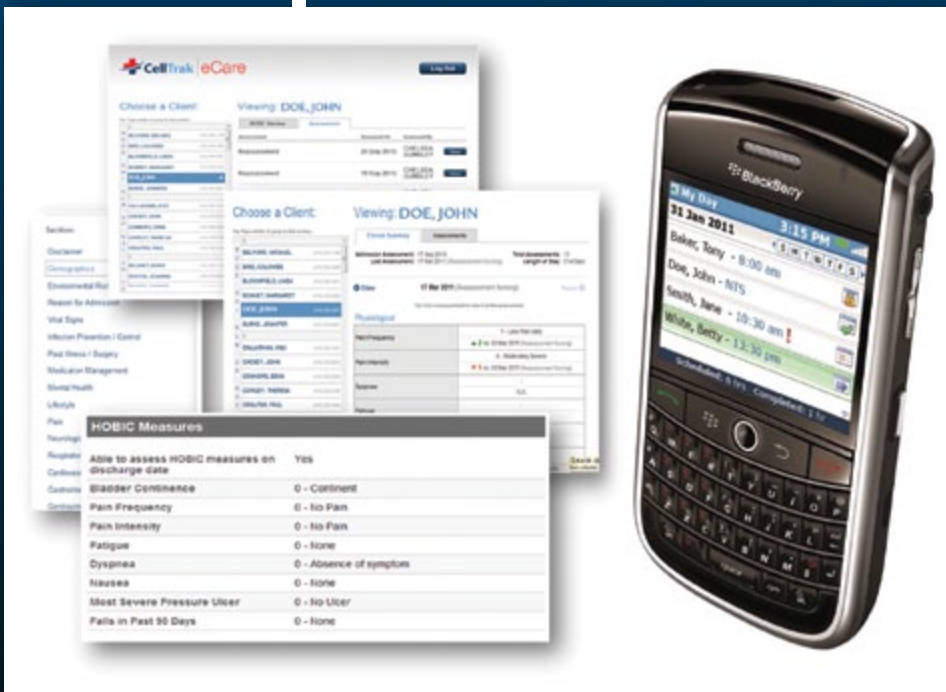
If you have any questions, please contact the Community Development office at 860-848-5699 or via email at events@hospicesect.org.



Technology* – “Real time communication allows us to provide you with the best service.”

Hospice Aides provide personal care for hospice patients. One patient states, “I wouldn’t want to have to ask my daughter to do this.” Hospice Southeastern Connecticut aides make it their priority to help the patient feel comfortable and to teach their loved ones how to help the patient. Hospice SE CT aides are able to be at the patient’s side when they are needed because of our newly implemented **CellTrak technology**. When a hospice aide is unable to make it to an appointment, the Clinical Scheduler can instantly locate the hospice aide closest to the patient, view their schedule for availability and make the assignment. CellTrak technology allows the clinical staff to instantly update a patient’s record so the Hospice Aide visiting the patient will have accurate, up-to-date information on their Blackberry smart phone. Additionally, the aides have secure email to the office thru their Blackberrys for patient information updates and intra-office communication. All this is done thru Blackberrys the aides carry with them that utilize CellTrak technology, laptop computers through which nurses can securely connect to the agency’s encrypted network using WiFi technology and the personal computers that communicate with all these mobile devices. This technology allows us to provide the best care to our patients and their families.

...that is what we do!



*Tech·nol·o·gy (tek-nol-uh-jee)

— noun

1. the total knowledge and skills available to any human society for industry, art, science, etc

Thanks from our families

“We could not have done this without your help. You made my mother’s final days comfortable and for that we sincerely thank you.”

“There simply are no words to express our gratitude.”

Circle of Promise

The patient and family are at the center of hospice care. Just as our interdisciplinary group of experts surrounds the patient and family; you, the community surround our agency and allow us to provide the care and comfort needed and promised to our patients and families. We are grateful for all gifts made to Hospice Southeastern Connecticut. The Circle of Promise acknowledges those who have provided significant support to our agency.

The list reflects those who have donated \$100 or more in monetary or in-kind gifts from July 1, 2010 – June 30, 2011. We tried to ensure accuracy of each donor's name listed. We apologize if any error has been made, in which case we ask that you contact us so that we may correct our records.

We gratefully acknowledge our affiliation with:
Lawrence & Memorial Hospital
W. W. Backus Hospital

Estate Gifts

Mrs. Alma N. Trench

Sustainer • \$5000 +

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Angel • \$1000 - \$2499

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 Waterford Regional Lions Club
 Waterford Women's Club
 Whitaker Enterprises, LLC
 White Sand Beach Association
 Whitlesey & Hadley, P.C.
 WHEVERNOT
 Willimantic Auto & Truck Supply, Inc.
 Windham Dental Groups, PC
 Witan Intelligence Strategies, Inc.

Woman's City Club of Norwich
 Yankee Remodeler of New London, Inc.
 Yesteryear Of Oakdale Auto Club
 York Correctional Institute
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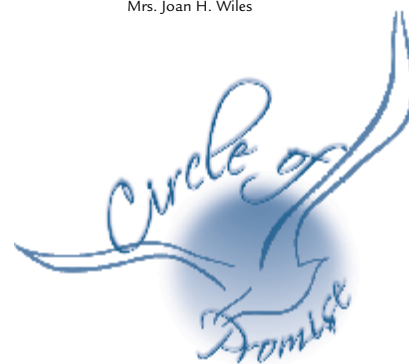
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