



Patient Care Endowment Fund

With philanthropic support hospice care is available in the home to anyone in need of end of life services. Many times this care is also available in area nursing facilities. It is only through this generosity that we are able to provide all of the services that make hospice care unique.

All net proceeds from the Hospice Southeastern Connecticut 25th Anniversary Gala Celebration and Bon Jovi Concert went into the Patient Care Endowment Fund, ensuring the future support of patients and their families for services not covered by insurance. These services may include nursing, social work and hospice aide visits, complementary therapies, and bereavement support. It also includes the emergency payment of care-related household bills such as food, electricity or heating oil, until Hospice Southeastern Connecticut social workers find other community resources.

Please help us reach our \$1.5M goal by supporting and by becoming a member of the Hospice Southeastern Connecticut Circle of Promise or Legacy Society. The Legacy Society recognizes those who have included Hospice Southeastern Connecticut in their estate plans.

For more information please call the Hospice Southeastern Connecticut Community Development Office at 860-848-5699.

We would like to thank all those who attended and supported our 25th Anniversary Gala, "Honoring Moments in Time" on October 23, 2010 at Mohegan Sun.



Commitment to Quality

Many Hospice Southeastern Connecticut employees are Hospice and Palliative Care Certified. The National Board for Certification of Hospice and Palliative Nurses (NBCHPN) is a national organization that advances quality in the provision of care to patients and families facing life-limiting illnesses through certification of health professionals. Certification is sought and earned by nurses, hospice aides, social workers and physicians on a voluntary basis, and is widely recognized by health care systems, insurers and patients as an essential tool to judge that a hospice professional has the knowledge, experience and skills for providing quality hospice and palliative care.

Hospice Southeastern Connecticut Supervisor of Counseling Services, Tina Kamercia, and Bereavement Program Administrator, Cyndia Shook, were awarded the Advanced Certified Hospice and Palliative Social Work credential having fulfilled rigorous education, training and experience requirements. This award was designed cooperatively by the National Association of Social Workers (NASW) and the National Hospice and Palliative Care Organization (NHPCO) for social workers who meet national standards of excellence.

Longevity

As Hospice Southeastern Connecticut celebrates 25 years of service we are grateful for the longevity and commitment of our staff. 31% of our employees have been with Hospice Southeastern Connecticut 5 or more years. Collectively our staff has the knowledge and expertise to provide the very best for our patients and their families.



Interdisciplinary Group

The goal of hospice is to provide optimal end-of-life care to those living with terminal illnesses. Hospice Southeastern Connecticut accomplishes this by using an integrative approach to care. When treating patients, Hospice does so in a holistic manner, meaning that the providers treat the whole person. They consider each patient's physical, emotional and spiritual needs.

The integration of care is what successfully bonds together our services. Once a patient is admitted to the program, the Interdisciplinary Group comes together to evaluate the case. Involved in the continuum of care are the patient's own physician, medical director, nursing, hospice aides, pharmacy, social work, spiritual and bereavement counselors and trained volunteers.

Medical Directors

Our Medical Directors ensure that each hospice patient receives all the medically indicated services needed to control the symptoms of the patient's terminal illness. They assume overall responsibility for the medical component of patients care.

L-R: Joseph Alessandro, DO and Kandasamy "Jaga" Jagathambal, MD



Voices of Leadership

This year marks the 25th Anniversary of Hospice Southeastern Connecticut, twenty five years of being there for patients and families at their most vulnerable time. Twenty five years of providing them with a choice of how they will live their life to the fullest - no matter how long that may be.

As we reflect back on the years, times have changed and the agency has been through many significant developments. We moved from the one room shared office space first donated by L&M to the state of the art community bereavement center and administrative office built on generously donated land. Meeting the needs of the community from the 37 patients cared for during the first year to the 629 this year. Who could have imagined that Hospice Southeastern Connecticut would care for over 8,500 patients and countless family members in our 25 years. We have grown from a one person staff to over 60 employees, many of whom are hospice and palliative care certified and have longed with the agency.

How health care has changed, how reimbursement has changed, how regulations and guidelines have changed, how Hospice Southeastern Connecticut has changed. Yet we have not changed in our commitment to meet all of those challenges without sacrificing quality and compassion; staying focused on the mission of our agency. Our strength has not changed; it has just been enhanced over the 25 years. The strength is our community, the patient care volunteers, the board members, the office and fundraising volunteers who help us sustain our vision to be the very best hospice serving New London County residents in need.

Our strength is also our excellent staff, the exceptional individuals who commit themselves daily to do what is the best for the patient and family. Our staff do what they do because it is a privilege to be invited to be with patients and families at a most vulnerable time. Who could have imagined where we would have been 25 years ago and who can imagine where we will be 25 years from now. But...we WILL be here to do the work we have set out to do and to do it well. It is our future and we will move our agency slowly and carefully forward to continue to be here for our community.

Carol E. Mahier, RN, MSN, Executive Director
Jean Barrasso, President, Board of Directors

CONTINUE

"The Board and the management team feel a strong sense of pride in our Agency's accomplishments, and continue to look for ways to build on our strengths and better anticipate future challenges."



Hospice Southeastern Connecticut is proud to continue caring for those in need, as has been our mission since 1985."

The William W. Backus Hospital, Lawrence & Memorial Hospital and of volunteers, and our affiliates

an excellent staff, strong community support, an outstanding group of volunteers, and our affiliates

future challenges.

our strengths and better anticipate

continue to look for ways to build on

our Agency's accomplishments, and

team feel a strong sense of pride in

the Board and the management

of volunteers, and our affiliates

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team feel a strong sense of pride in

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Making a Difference

Whether sailing their ship "Manatial" (fountainhead), or exploring Argentina, South America and most memorably, Paris, Bill and Anne Schmidt always knew exactly where they were going and where they wanted to be. Therefore, when Anne was diagnosed with inoperable pancreatic cancer, it came as no surprise to anyone who knows this special couple that the Schmidts knew where they wanted to be - at home.

"When I was diagnosed, I followed the journey of other patients - exploring options, meeting with leading oncologists, and completing a course of chemotherapy to see if there was any impact," shares Anne in the sunroom of her house, with ocean view and Blackberry near at hand. "When it was clear that my treatment would be about symptom management, Bill and I turned to Hospice Southeastern Connecticut. As a former executive for the American Cancer Society, I had some understanding of the resources Hospice offered, but until I was a patient, I truly did not understand what grace and dignity they made possible."

"Because of the Hospice team, Anne is able to spend time out of the house, with friends and in comfort," echoes Bill, a retired physician, indicating a portable morphine pump slightly larger than a deck of cards. "Our friends from Rotary, the Thames Club and neighbors have always been a part of our life, and they remain so."

"Our 4 children and 5 grandchildren were here all summer," Anne continues with a laugh, scanning her smart phone. "I'm almost too busy - staying part of my book club," ("Very liberal book club," Bill interjects) and chairing a committee for Rotary. For me, it was important to keep my mind and spirit active and the entire team from Hospice understands that."

"From middle-of-the night nursing visits, to hospice aides that are real heroes," concludes Bill, "in all honesty, I don't know how we would have faced this without Hospice."



Governance

Hospice Southeastern Connecticut is governed by a 17 member Board of Directors. The Hospice Southeastern Connecticut Board members live and work in Southeastern Connecticut. They know the needs of our communities.

Gregory B. Allard
Kelly Anthony
Angela Arnold
Mark F. Brown
Kathleen Chartier
Jane S. Dauphinais
Keith Fontaine
Bethany Haslam

Connie Hilbert
Joan Evans Hunter*
Brian McNamara
Gail Piotrkowski
Mary Cummings Satti
James E. Sawyer
Lenny Winkler

Jeffrey Buebendorf, Esq. of counsel
Jean Barrasso, President Board of Directors

Carol Mahier, RN, MSN
Executive Director

*Resigned 2010

Proudly serving New London County since 1985.

CONTINUE

Find Us Here!



Unduplicated Patients

643 692 629
2007-2008 2008-2009 2009-2010

Financials

Net Revenues
FY 2010
Net Patient Service Revenues \$4,556,418
Net Assets Released \$50,710
Total Revenues \$4,607,128

Expenses
Salaries & Related Expenses \$2,848,418
Professional Fees and Contracted Services \$649,588
Supplies & Other \$718,626
Transportation \$130,935
Depreciation \$114,179
Occupancy \$76,234
Interest \$71,491
Bad Debt \$15,000
Total Expenses \$4,624,471

Gain/(Loss) from Operations \$(17,343)

Non-Operation Income
Fundraising Net of Expenses (\$181,404 in 2010) \$255,319
Interest & Investment Income \$60,175
Total Other Income \$315,494

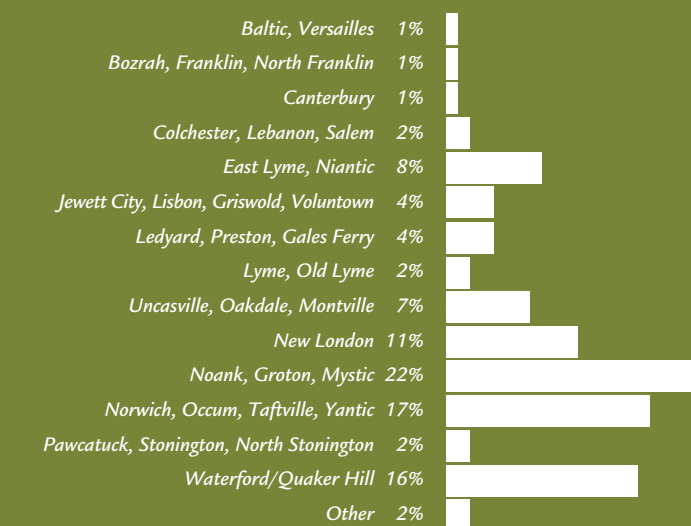
Excess Revenue over Expenses \$298,151

Change in Unrealized Gains/(Losses) \$112,576

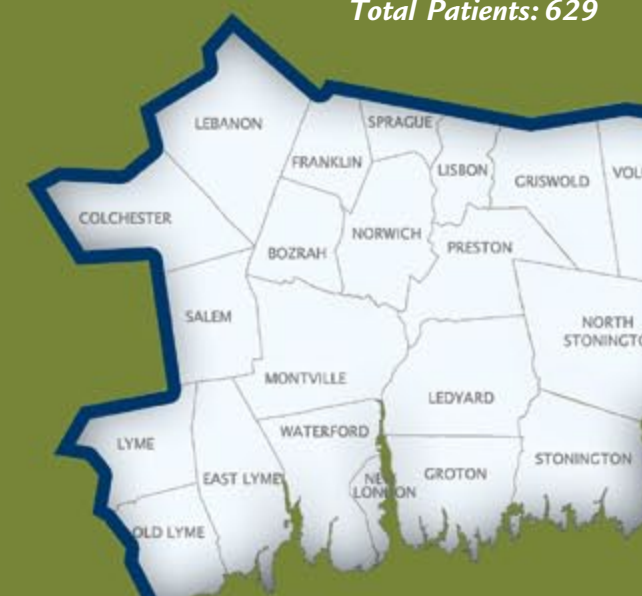
Net Asset Transfer \$(10,000)

Increase/(Decrease) in Unrestricted Net Assets \$400,727

Patients served by Town



Total Patients: 629



227 Dunham Street
Norwich, CT 06360

(860) 848-5699
hospicect.org
PROUDLY SERVING
NEW LONDON COUNTY
SINCE 1985.

Our Sense of Direction

2010 Annual Report



Content include:



CONTINUE

Affiliate of: Lawrence & Memorial Hospital and The William W. Backus Hospital

Bill and Anne Schmidt outside of their home.
September 2010

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 though 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.



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, 2009 – June 30, 2010. 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.

Mission Statement-

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

Vision Statement-

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

Value Statement -

Hospice Southeastern Connecticut values...
• Compassionate care that respects the uniqueness of our patients and their families and enhances the quality of their life.
• An interdisciplinary team of experts that offers medical care, pain management, spiritual and psychosocial support for a patient's daily needs and advocacy.
• A team of volunteers trained in the philosophy of Hospice care.
• Care at home and across all settings.
• Bereavement support for all members of our community.
• 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 local community presence.

Sustainer

The Chester W. Kitchens Foundation
The Day Publishing Company
E. Rhodes & Leona B. Carpenter Foundation
Electric Boat Employees Community Services Association
Hall Communications, Inc.
L&M Hospital
Mayor Ben Lathrop Testimonial Fund
The Mohegan Tribe
Mohegan Sun
Noank Shipyard Inc.
V.W. Backus Hospital

Guardian

The Bordenew Public Benevolent Foundation
Borders Books & Music
Byles - MacDougall Funeral Service
Chelsea Groton Bank
Community Foundation of Southeastern CT
Dime Bank
Eastern Connecticut Workforce Investment Board
Great Skate for Cancer
Pfizer United Way Campaign
Sheffield Laboratories
United Way of Central and Northeastern Connecticut
United Way Of Southeastern Connecticut
Vesta Corp.
Waterford Group, LLC
Wireless Zone Foundation for Giving, Inc.
Ms. Jean Barasso

Angel

AES Thames, LLC
AT&T Eastern Region Employees Community Services Fund
Bayberry Insurance
CMB Creative Group
Color Choice
Crown Publishing, Inc.
The Day Publishing Company
Electronic Nuclear CT, Inc.
Electric Boat Corporation
GMS, Inc.
Jewett City Savings Bank Foundation
Labenski Funeral Home LLC
Lavender Design
Liberty Bank Foundation
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Lions Club of Niantic
Mallo's Jewelers
Mystic Shipyard
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Pfizer Foundation Volunteer Program
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Smith Insurance Inc.
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Eastern Connecticut Sailing Assc.
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General Surgical Assc.
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Grand Wine and Spirit
Groton Utilities
Harrington Court
Hick Corporation
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