TRUSTED for 35 YEARS

HOSPICE & COMMUNITY CARE

2015 Annual Report
To the Hospice Staff,

I feel so blessed that my mother was in your loving care in her last months. Your kindness, compassion and support was greatly appreciated. I am very grateful to your organization who truly care about a person’s feelings and dignity. Thank you and may God bless you, the “unsung angels.”
From the President and Chairman of the Board

This 2015 Annual Report is not simply a breakdown of yearly financials for Hospice & Community Care, but a description of the organization’s progress and growth through the past 35 years. Since our inception in 1980 as Hospice of Lancaster County, we have been building on our mission to provide quality care and support to the community. More than three decades of stability as a nonprofit hospice provider, with our staff and volunteers demonstrating compassionate care and bereavement support as we’ve grown and strengthened our service lines.

Our services have grown, specifically in 2015 as Hospice & Community Care was chosen to participate in the Medicare Care Choices Model demonstration project, one of only 140 hospice providers in the country. Our Palliative Medicine Consultants practice is now managing WellSpan York Hospital’s Palliative Medicine Program and continues to see patients in the outpatient clinic on Good Drive, at Lancaster General Hospital and the Ann B. Barshinger Cancer Institute. Our single-largest fundraiser, the Labor Day Auction raised an astounding $520,000 in 2015 thanks to our generous supporters.

These steps are significant and noteworthy; the mission is to reach more individuals and provide care for our community. We were able to do that through the expansion of our services, staff and wonderful community support. In 2015 we provided hospice care for more than 3,000 individuals; most of whom were in their homes or senior care facilities. Palliative Medicine Consultants supported 1,500 patients by providing relief from pain and symptoms. The Pathways Center for Grief & Loss was a pivotal resource to nearly 9,000 individuals in the community to find comfort during the grieving process, regardless if they experienced the loss through Hospice.

As we move into 2016 we are excited for a new year to build on the strength of Hospice & Community Care and continue to increase our resources to provide the best care to our community. We are always thankful to the thousands of patients and families who entrust us with their care, and we wish to continually exceed expectations. The following pages are just a glimpse of how Hospice & Community Care is working to meet the needs of the community and exceed expectations.

Geoffrey W. Eddowes, Chairman, Board of Directors

Steven M. Knaub, President and CEO
Home Hospice care is the foundation of how Hospice & Community Care began in 1980. Nurses, physicians, hospice aides, chaplains and social workers provide hospice care, meeting patients where they are, be it nursing homes, personal care homes or hospitals, but the majority of patients are seen in their homes. A patient’s home may be a single family dwelling, an apartment, at a nursing home or senior care facility or multi-generation household. The location is of less importance to the team managing the patient’s hospice care as ensuring that they are able to remain at home. The majority of our patients want to be at home, not in the hospital, and our staff works around the clock to make sure their wishes are met.

The Essa Flory Center on Good Drive continues to be the base of the Lancaster Home Hospice program and the York office on St. Charles Way serves as the base for the Home Hospice team providing care for patients in York and Adams counties. Each Home Hospice team consists of a team leader who is either an RN or social worker, chaplains, social workers, registered nurses, licensed practical nurses and Hospice aides, a Hospice physician, bereavement counselor and volunteers deliver the most comprehensive plan of care to each patient. In the Home Hospice environment one of the most important points of discussion is how to maintain comfort and quality of life while keeping each patient at home, where they want to be.

Home Hospice team members have helped not only patients but their families and loved ones cope with the challenges of caregiving and dealing with serious illness and end of life. In 2015, more than 3,000 patients were cared for in their homes in Lancaster, York, Berks, Chester, Lebanon, and Adams counties and the Hershey area. As the area’s largest hospice provider, our highly trained staff are experts in their field, the majority of whom have hospice and palliative care certification.

As the community has placed a greater importance on staying at home, we’ve added to our Home Hospice staff to meet the increased needs and offer our services to a growing number of senior care facilities.

Regardless of the number of Home Hospice patients being seen, each patient and family is given individualized attention; meeting the goals of a patient’s care is a foundation of the program. In Home Hospice, one goal is consistent: stay at home, wherever home is; and the teams have been meeting that goal for 35 years.
Partnering with Contracted Skilled Nursing Communities

BERKS COUNTY
- The Highlands at Wyomissing

CHESTER COUNTY
- Tel Hai

LEBANON COUNTY
- Luthercare’s Spang Crest
- Palmyra Nursing and Rehab
- Twin Oaks Nursing and Rehab

YORK AND ADAMS COUNTIES
- Colonial Manor
- Cross Keys Village – Brethren Home Community
- Dallastown Nursing and Rehab
- SpiriTrust Lutheran
  - Gettysburg Retirement Village
  - Shrewsbury
  - Utz Terrace
  - Village at Sprenkle Manor Care
  - Manor Care Dallastown
  - Manor Care Kingston Court
  - Manor Care North
  - Manor Care South
- Misericordia
- Pleasant Acres
- Normandie Ridge
- Rest Haven
- Transitions

LANCASTER COUNTY
- Audubon Villa Nursing and Rehab
- Brethren Village Retirement Community
- Calvary Fellowship Homes, Inc.
- Conestoga View Nursing and Rehab Center
- Denver Nursing and Rehab
- Elizabethtown Nursing and Rehab
- Ephrata Manor
- Fairmount Homes Retirement Community
- Garden Spot Village
- Hamilton Arms Center
- Harrison Senior Living of Christiana
- Homestead Village, Inc.
- Lancashire Hall
- Landis Homes
- Luthercare
- Manor Care Health Services (Elizabethtown)
- Manor Care Health Services (Lancaster)
- Maple Farm
- Masonic Village at Elizabethtown
- Mennonite Home Communities
- Moravian Manor
- Mt. Hope Nazarene Retirement Community
- Pleasant View Retirement Community
- Quarryville Presbyterian Retirement Community
- St. Anne’s Retirement Community
- Susquehanna Valley Nursing & Rehab Center
- United Zion Retirement Community
- Willow Valley Retirement Communities
- Woodland Heights, including Zerbe Sisters Nursing Center Inc.

“Hospice & Community Care joined Mennonite Home in our Person Centered Care journey to partner with the resident, families and members of our team to honor the voice of the resident. Hospice staff interact as part of the resident’s care team, embracing not only the resident but also our staff to support the end-of-life journey. They provide compassion and comfort to all who have built relationships with residents receiving Hospice services. End-of-life decisions are not always easy, but at Mennonite Home, with Hospice and Community Care as our partner, we are not alone in the journey.”

Ginny Johnson, NHA Nursing Home Administrator

Age Groups of Patients Served

- 0-21: 0.7%
- 22-45: 1.2%
- 46-69: 20.5%
- 70-85: 38.5%
- 86-99: 37.8%
- >100: 1.3%
Hospice & Community Care
35 Years of Caring for Our Community

1979
Hospice of Lancaster County is incorporated.

1980
Hospice of Lancaster County admits its first Hospice patient in March.

1984
The John F. Steinman Foundation provides funding to assure Hospice Medicare Certification.

1985
Hospice Medicare Certification is secured. The First Annual Labor Day Auction is held at the Willow Street Fire Company, raising $1,200.

1988
The Donald C. Wilson Endowment Fund is established.

1990
10 Years

1994
A transformational gift of $1 million is made by Robert and Agnes Flory to build the Essa Flory Hospice Center.

1995
Hospice provides care and support for 1,000 patients and families.

1996
The Essa Flory Hospice Center opens, the first freestanding hospice inpatient center in Pennsylvania.

1998
Dr. Joan Harrold becomes the Medical Director.

2000
20 Years

2002
Care is provided for more than 2,500 patients and their families.

2004
The Pathways Center for Grief & Loss is created.
2005

25 Years

2008
The Bob Fryer & Family Inpatient Center and Pathways Center for Grief & Loss opens.

2010
Care expands to portions of York, Adams, Berks, Lebanon, and Chester counties, and the Hershey area.

2011
Steven M. Knaub becomes President and Chief Executive Officer.

2013
Inpatient care is consolidated at the Bob Fryer & Family Inpatient Center.

2015

35 Years
Care is provided for a record 3,031 patients and families.
Hospice & Community Care is selected as one of 140 hospices in the country to participate in the Medicare Care Choices Model program.
Outpatient palliative care is provided at the Ann B. Barshinger Cancer Institute.
Hospice & Community Care becomes the exclusive palliative care provider for York Hospital.
Labor Day Auction raises a record $520,000.

2012
Hospice of Lancaster County changes its name to Hospice & Community Care.
The organization’s York office opens.
Hospice & Community Care creates an affiliation with WellSpan Health.

2014
The Outpatient Palliative Medicine Clinic opens on Good Drive.
The Palliative Care Service receives Advanced Certification for Palliative Care from the Joint Commission.
The Donald C. Wilson Endowment Fund surpasses $22 million in fund assets.

2015
Hospice & Community Care 2015 Annual Report
As a proud partner of We Honor Veterans, Hospice & Community Care aims to go the extra mile for Veterans in our care. We Honor Veterans is a program of the National Hospice and Palliative Care Organization in collaboration with the Department of Veterans Affairs. Hospice & Community Care was awarded Level Four status, the highest attainable level recognizing the implementation of specialized training and programs focused on respectful inquiry, compassionate listening and grateful acknowledgment of the Veterans in our care. The Vet-to-Vet program is coordinated through the Volunteer Services Department and acknowledges our special Veteran patients in the We Honor Veterans program.

Ken Smith is part of the Vet-to-Vet program, and proud to be involved. As a Veteran volunteer, Ken performs pinning ceremonies to recognize patients’ service and visits them frequently, sharing a special bond. Ken, a 20-year Hospice & Community Care volunteer, has been instrumental in this program from the beginning. A humble and compassionate man, he has made a meaningful difference in the lives of many patients.

Ken not only performs weekly pinnings, but he regularly visits patients he has pinned long after the ceremony. “I get to meet absolutely fantastic vets who are amazingly incredible guys and gals,” he beams. “I love spending time with them.”

The Vet-to-Vet program establishes connections between patients and volunteers and Ken will be the first to tell you ‘It takes a vet to understand a vet.’ By pairing Veteran volunteers and patients together, an environment of healing and review is created. Many patients have gone their whole lives without discussing their experiences in the service, but open up easily to our volunteers. The opportunity to relive and unburden with a supportive fellow serviceman or woman provides closure and is invaluable at end of life.

“I feel honored to be in the presence of these vets,” Ken explains. “I just spend time with them and show respect for what they’ve been through.”

Ken Smith, 20-year Vet-to-Vet Volunteer
In Grateful Recognition

We extend our sincere gratitude to our generous 2015 donors in supporting our mission and vision. Hospice & Community Care relies on generous community support to cover the cost of more than $700,000 of uncompensated care that was provided to patients and families last year.

2015 Evergreen Circle of Friends
The Evergreen Circle of Friends is a special tribute to those who indicate in writing that their estate plan includes provisions to help support Hospice & Community Care, helping to preserve and enhance hospice and end-of-life care for years to come.

Anonymous
Mrs. Joy and Robert L.*
Allen Sr.
A. Richard and Elmira E. Bard
Ann Boyd Bashinger
Bill and Laralee Bash
Mr. and Mrs. Gary Bellanca
Beverly Bjornsen*
Dick and Barb Blakinger
Barbara O. Breneman
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Mary Ellen and Bill Kopetz
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M. Lynn McClennagh
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Marilyn C. Trout*
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Suzanne Weinhold
Barbara Wilson-Rowen*
Chap. Paul and Mrs. Susan B.
Xander

2015 Women’s Giving Circle
The Women’s Giving Circle provides interested women with the unique opportunity to pool their funds and effectively invest in Hospice & Community Care projects that will build and strengthen hospice-related programs through the power of joint contributions.

Susan C. Adams
Blakelyn Albright
Mrs. Joy Allen
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Michelle Atwater
Diane M. Baireuther
Ann Boyd Bashinger
Diane L. Bender
Mrs. Marilyn R. Berger
Ms. Joyous Bethel
Sue Binkle
Heike Bloom
Susan Bonekemper
Barbara O. Breneman
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Patricia A. Rohrer
Debra Sicotte
Sharon M. Tschudy

2015 Hospice Circle of Friends
The Hospice Circle of Friends is a group of individuals dedicated to raising awareness and funds for Hospice & Community Care by conducting events and fundraisers throughout the year.

Carole Burke
Cheryl Fuss
Susannah Garrett
Alex Grumbrecht
Genevieve Grumbrecht
Debra A. Jones
Walter Keesey
Ella Mae Mosebach
Becky Noll
Irene Randazzo
Patricia A. Rohrer
Debra Sicotte
Margaret S. Fisher

2015 Estate Gifts
Hospice & Community Care would like to recognize those individuals who so generously named Hospice & Community Care as a beneficiary in their estate. Gift were received from the following individuals’ estates during 2015.

Anonymous
Clair T. Baker
Shirley Boyer

Hospice Partners
The following loyal donors contributed $600.00 or more in 2015.

Visionary Partners
$25,000+
Mrs. Joy Allen
Mr. and Mrs. Louis J. Appell, Jr.
Ann Boyd Bashinger
Ms. Susan C. Clements
Mr. Bernard Savransky

Founding Partners
$10,000 to $24,999
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Mr. Kevin Burkholder
Mr. Paul G. Burkholder
Terry and Deb Burkholder
Mrs. Betsy Burks
Burnham Holdings, Inc.
Bob and Rosene Burns
Mr. Christopher Burns
Arthur and Carole Burt
Burt Wealth Advisors
Mr. Patrick J. Bury
Tim and Stacy Bury
Nathan and Cortney Bushnell
Ms. Caroline M. Bushong
Mrs. Martha M. Bushong
Bill and Martha Butera
Ms. Katharine Butler
Mrs. Joann B. Butts
Mr. John W. Byers
Mr. Bruce C. Byram
Cafe Chocolate of Lititz
David and Jeanne Cappiano
General and Mary Calder
Bill and Sally Caldwell
Mr. Raymond Caldwell
Mike and Neysa Callahan
Calvary Church
Calvary Church Word of Life ABF
Roy and Winnie Cammauf
John and Mary Camp
Ed and Ann Campbell
Mrs. Lauren V. Campbell
Mrs. Lorraine K. Campbell
Capitol Network Solutions, Inc.
Capway Systems
Mrs. Debra Caraway
Arlene Carbaugh
Cargas Systems
Adrienne L. Carlee
Dan and Judy Carmody
Jim and Joan Carpenter
Allen and Trudy Carrigan
Mrs. Sara B. Carroll
Mrs. Marion Carson
Mr. Harry E. Carter
Mr. Michael C. Carwell
Ms. Ellis Caskey
Francesco and Arlene Castro
Barbara Caton
Robert and Glenda Caum
Mrs. Elizabeth D. Cawley
Central Penn Nursing Care, Inc.
Ms. Mary Cepeda
Ms. Linda A. Chamberlain
Bonnie and Bill Chambers
John and Karen Chané
Mrs. Rita Chappell
Marc and Joan Chappelle
Mrs. Barbara A. Charles
Christine and Jonathan Charles
Kathy and Vince Charles
Charles & Alice, Inc.
Mr. Butch Charlton
Chernario, Inc.
Joyce Kay and Bruce R. Cherry
Chickies Rock Moose Lodge #507
Robert and Erna Chirico
Ms. Mary Ann P. Choke
Ed and Mary Chory
Mr. Paul Chory
Scott and Karen Christie
Richard and Loretta Chubb
Dr. Susan K. Ciampaglia
Christopher S. Ciampaglia
Glen and Judith Cisak
Roy and Skip Clark
Troy and Katy Clark
Mr. Floyd B. Clarke
Ray and Jill Clare
Mr. Allen J. Clark
J. L. Clark
Mr. John L. Clark
Mrs. Joyce E. Clark
Mrs. Molly E. Clark
Russell and Valerie Clark
Tookie and Michael Clark
Mrs. Ann R. Clarke
Classic Garden Structures
Bill and Linda Clauhs
Ms. F. Joan Clean
Troy and Katelyn Clements
Mr. and Mrs. Richard C. Cless
Craig and Nancy Clinger
Clodine Dairy & Food Products, Inc.
Mr. Brian Clouser
Christopher and Maria Clouser
Clove Farms Dairy Co.
James and Linda Cluck
Jack and Gerrie Coffin
Mr. Lew Cohen
Robert and Janet Cohen
Michael and Donna Coiro
Mrs. Vivian R. Colatta
Ms. Alice F. Collier
Chuck and Joyce Colomn
Columbia Water Company
Mrs. Beverly Colvin
Mr. Donald W. Colvin
Vicki and Ronald Comfort
The Community Bank
Fayetteburg
Mr. Richard Comor
Mr. Thomas A. Compitello
Mrs. Rebecca A. Confer
Sandra and Daniel Conklyn
Mrs. Janet L. Conley
Ms. Kristy A. Connor
Conoy Brethren In Christ Church
Ms. Ann L. Cornay
Continental Inn
Ed and Ann Conway
Mrs. Judith G. Cook
Rodger and Dawn Cook
Mr. Thomas H. Cook
Mrs. Evelyn M. Coolidge
Cooper Custom Homes, Inc.
Cooper Printing, Inc.
Coopers Industrial Services Inc.
Cornerstone Operations Group
Steve and Vicki Correll
Ms. Blanche Corrigan
Ms. Connie Corrigan
Cookie and Carl Coulson
The Country Store
Ms. Cynthia L. Cover
Bob and Francie Coy
Mrs. Rosemarie Cozzetti
CPRC
Art and Sue Craft
Mr. Ralph B. Craig
Ken and Janet Craelay
Ms. Ellen Crawford
Mrs. Jean K. Crist
Cronan Sheet Metal Inc.
Karen Cronauer
Sandy and Gary Cross
Ontelaunee Orchards Processing, Inc.
Orthopedic Associates of Lancaster LTD
Ms. Deneen Ostasewski
Mr. James H. Ostrowski
Ms. Tammy O'Toole
Mrs. Joan A. Otto
Karl and Eleanor Ottolini
Ms. Phyllis W. Overly
Mr. Robert M. Owen
Robert M. Owen
PA Recreation Vehicle and Camping Association
Packaging Corporation of America, Inc.
Palm Beach Tan, Inc.
Ms. Elizabeth Panucci
Mr. Samuel N. Paone
ParenteBeard Wealth Management
Ms. Shirley A. Parker
Ms. Susan D. Patrick
Michael and Sandra Patrone
Barbara and Patrick Patterson
Keith Patterson
Sam and Joani Patterson
Gary and Teresa Paxson
Ms. Elizabeth L. Payne
PDQ Manufacturing
Mrs. Virginia S. Pearce
Dick and Susie Pearson
Ms. Ashley Peck
Dorothy J. Peck
Kathleen and Michael Peck
Ms. Arlene J. Peffley
Arlene J. Peffley
Pelletron Corporation
James and Joan Pellini
Mrs. Betty N. Pellman
Penn Stone
Penn-Mar Castings, Inc.
Pennsylvania School Boards Association
Penny Plate Inc.
Bob and Peggy Pernpacker
Judge and Mrs. Michael J. Perezous
Periodontal Associates
Dr. Joy Perkey
Richard and Donna Perrin
Ms. Kathryn Persch
Patricia and Michael Peters
Mr. William E. Peters
Richard and Paula Petersen
Mr. and Mrs. Bill Petrarco
Mr. Doug A. Petrovich
Mr. Carl G. Pfeifer
Jeff and Judy Pfeifer
Cynthia and Emory Phillips
Mary Kay Phillips and James S. Harsh
William G. Pippen
Darla and James Pianowski
Mrs. Sophia Pickel
Ms. Lisa Piegallini
Ms. Brenda Pillari
Pine State Trading Co.
Kenneth and Margaret Pineda
Mrs. Pauline M. Pittenger
James and Wanita Plank
Mrs. Letty Plank
Ivan and Marsha Platnick
Ms. Marca Pletcher
The PMA Insurance Co.
Ms. Patricia M. Poe
Donald R. Poet
Mr. Stephen Pomraning
Ms. Christina C. Pope
Tom and Becky Porema
Lew and Baz Powell
Mrs. Sandy Powers
PPG Industries
Pratt Corrugating Holdings, Inc.
Precision Solutions, Inc.
James and Linda Kay Pressley
Mr. John M. Price
Shirley A. Price
Walt and Mary Ann Price
Bill and Ruth Prime
Mrs. Mildred Profeto
Progeny Systems Corporation
Prova, Inc.
Philip and Becky Pruett
Carol and John Pyfer
Bernice H. Quay
Ms. Margaret I. Queen
Mrs. Marie H. Quigley
Ms. Kathy A. Quirk
R & R Flaim Next Generation Produce, LLC
R.H. Sheppard Company, Inc.
R/W Connection, Inc.
Mrs. Jayne R. Raab
Wylie Gibson Raab
Harry and Kathleen Radcliffe
Joseph and Beverly Raff
Herman and Anne Ramage
Nancy and Mark Randall
Mr. Brian K. Rankin
Mr. Richard M. Rankin
Jim and Joyce Rauhe
James F. Ray
Re/Max Associates of Lancaster
Janet and Jim Reading
Realty Settlement Services, Inc.
Andy and Kaye Reams
Rick and Pam Reardon
Mrs. Fae Reber
Ed and Kathy Redick
Carol and Michael Reed
Ms. Janice R. Reed
Todd and Suzanne Reed
Mr. D. Thomas Reel
Mr. Robert J. Reel Sr.
Mr. James D. Reese
Scott and Lorraine Reese
Jim and Becky Reeve
Tom and Barbara Regan
Ms. Christa Rehkugler
Mrs. Margaret G. Redenbaugh
Jerry and Denise Reifsnnyder
Mr. Willard A. Regel
Todd and Jodie Reinhart
Charles and Donna Reisinger
Druane and Shirlie Reitz
Bill and Linda Remoreenko
Linda A. Rengler
Barry and Joan Renner
Mrs. Judy D. Resch
Claressa and George Resh
Harry and Judy Resh
Ms. Rachael D. Ressner
Mrs. Lois M. Ressler
Rettew Associates, Inc.
Mrs. Elaine M. Reynolds
Ms. JoAnne R. Reynolds
Reynolds Construction, LLC
Bruce and Carolyn Rhoades
Mrs. Norma M. Rhoads
Mr. and Mrs. Dominic C. Rice
Mr. Eugene W. Rice
Joseph and Edna Rice
Alan and Sherry Rich
Ms. Cindy Richard
Richard M. Heagy, Inc.
Mary and Frank Richards
Ms. Jodie Richardson
Richmond Management, Inc.
Mr. Bruce K. Richter
Richter Precision, Inc.
Mr. Randy Riggleman
Mr. Ed Riley
Michael and Jeanne Riley
Charles and Susan Riner
Donald and Margaret Rineer
Stephan and Lorraine Rissier
Mrs. Geraldine M. Rittenhouse
Ms. Kathleen M. Ritter
Ms. Marie A. Roach
Mr. Jerry Roberson
Jim and Sharon Roberts
Mr. and Mrs. William L. Roberts
Mr. William V. Roberts
Glenn and Kathleen Robinson
Ms. Ana E. Rodriguez
Ms. Jasmine Rodriguez
Mrs. Mitzi A. Rodriguez
Mrs. Carole M. Roggenburg
Darryl and Dawn Rohrer
Mrs. Helen E. Rohrer
Rohrer’s Quarry, Inc.
Clyde and Nancy Roland
Mr. Sandy Roller
Root Distributor
Peggy and Rafael Rosario
Mrs. JoAnn L. Roschel
Sandy and Don Rose
Sally and Sanford Rosenthal
Ross Buehler Falk & Company, LLP
Mr. Douglas Rossi
Dr. and Mrs. Gregory J. Rossini
William and Mary Jane Rossiter
Jerry and Polly Rote
Mrs. Nancy M. Rote
Ms. Penny S. Rote
Carroll Roten
J. Wilson E. Roth and Brianna N. Roth
Dr. Gerald and Carla Rothacker
Mr. William S. Rothemel
Don and Sandy Rothfus
Ron and Rita Rottmund
Michael and Gwen Roughton
Warren and Debra Rourke
Ms. Rebecca Roush
Henry and Greta Roux
Ms. Mary K. Rowe
Mrs. Nancy L. Royle
Barbara and Cliff Royer
Mrs. Gladys R. Royster
Jay and Linda Royster
Royster Pharmacy - Leola Employees
Ms. Michelle Ruby
William A. Ruff
Sam and Joanne Ruffing
Linda and Larry Ruhl
Alvin D. Rupp III
Charles and Anne Rupp
Phyllis and Barney Rupp
Linda and Jerry Rush
Mr. William R. Rutter
Roseann K. Sachs
Ms. Christine L. Sacksteder
Karen Minnich-Sadler and Timothy Sadler
John and Deborah Sage
Sager, Swisher and Company, LLP
Mr. James W. Sahd
Ronald and Karen Sahd
Michael E. Salm
Harry and Doris Salom
Mr. Charles J. Samas
Mr. and Mrs. Derrin Sample
Mr. and Mrs. Eric Sanchez
Mrs. Shawna Sanders
Cookie and Jim Sandoe
Jack Sapper
Ms. Carmella L. Sauder
Mrs. Sandra C. Saul
“It isn’t natural for a child to be in Hospice care. As parents you never want to think about end-of-life choices for your little ones, but it happens. And it’s difficult, and emotional, but that’s where our team comes in and guides.”

Pam Acey is a registered nurse with the Sunflower Pediatric Program of Hospice & Community Care. This specialized program recognizes the individual needs of pediatric patients and their families, and has a highly skilled team including a physician, social worker, chaplain, nurses, aides, and support staff who have been specifically trained in pediatric hospice care. Pam describes the Sunflower Pediatric Program as multifaceted in many ways- the children enrolled in the program vary in age from newborn to high school graduates; some can be receiving medical treatments; and they may require complex medical care due to their age and illness. The team has the ability to handle each case because of their diverse backgrounds and specific training. The parents are also a wonderful resource says Pam. “They’ve been with their child and know the treatments and how their child will respond to new people or anxiety. All nurses do things differently, but we want to make the child comfortable and the parents can help us know how to do that. We just have to listen.” The team listens to parents when they say that their child is feeling sick or overwhelmed, as well as practicing what the parents know will soothe them. Examples are telling a story while administering medication or sitting on the floor so the nurse is at eye level with the child while taking vital signs; perhaps it is making sure he or she has their favorite stuffed animal to hold while getting breathing treatments.

In addition to parents, there are often siblings and grandparents coping with the stress of a child being ill. The team establishes trust and forms a relationship with those closest to the child while striving to meet the goals of the parents and patient, regardless of their age. “They are all intricate stories woven together, centered at this moment around this child in our care,” Pam says. The Sunflower team honors the parents’ and child’s wishes to be at home, providing care in whatever room the child feels most comfortable. Due to the complexity of some of the cases, children and families have taken advantage of the Hospice Inpatient Center when another level of care may be necessary. Even ‘away from home’ the Sunflower team works to make the child comfortable at the Inpatient Center, providing books, stuffed animals, even a specially-made crib for infant patients.

“I remember a six-year-old that wanted her bedroom painted a specific color. The team made sure she was able to be at home in her newly-painted bedroom. She passed away in that room with her parents in her bed,” Pam remembers when describing the importance of fulfilling parents’ and children’s wishes. More than what the nurses, aides and physician can provide, the chaplain and social worker are there to support the patient and family. They provide resources, suggestions, help and encouragement in a non-judgmental way as families work through a child being sick. Volunteers are specially trained and offer respite and other invaluable resources.

Those on the Sunflower Pediatric team are passionate about what they do. “It’s walking into a home for the first time, hearing their goals, helping them make decisions and deciding what will help to meet those goals,” Pam says. “That’s what makes us feel fulfilled.”
Medical Services

Palliative Medicine Consultants

Established in 2006, Palliative Medicine Consultants offers palliative care to patients in local hospitals and at the outpatient clinic on Good Drive. Since established, Palliative Medicine Consultants have increasingly been asked by hospitals to see patients regarding pain management and to assist in determining the support needed to help patients during treatment of serious illnesses. The doctors, along with the team, have worked in conjunction with the patients’ physicians to plan the best course of treatment to help patients reach their goals.

Palliative Medicine Consultants has long-standing relationships with Lancaster General Hospital, WellSpan Health and the Ann B. Barshinger Cancer Institute. In 2015 services were expanded even further as WellSpan York Hospital’s Palliative Medicine Program is now managed by Palliative Medicine Consultants. More patients are also seen regularly at the Ann B. Barshinger Cancer Institute.

In addition to each physician’s board-certification in hospice and palliative care, additional specializations are offered. Hospice & Community Care appreciates the special care needed for patients with dementia, and employs a geriatric nurse practitioner with advanced training in patients with moderate to advanced dementia. A nurse practitioner specializing in wound care is on the team to provide assistance and training in properly dressing and treating wounds.

Dr. Joan Harrold, Hospice & Community Care Medical Director said, “We employ wonderful doctors who have come to work with us from all over the country. Their skillset allows us to provide the best care to every patient.” The palliative care team’s experience is extensive and Hospice & Community Care will continue to look to add to their resources.

Admissions by Disease

<table>
<thead>
<tr>
<th>Disease</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cancer</td>
<td>31%</td>
</tr>
<tr>
<td>Cardiac</td>
<td>14%</td>
</tr>
<tr>
<td>Pulmonary</td>
<td>14%</td>
</tr>
<tr>
<td>Dementia</td>
<td>13%</td>
</tr>
<tr>
<td>Neurological</td>
<td>8%</td>
</tr>
<tr>
<td>Stroke</td>
<td>6%</td>
</tr>
<tr>
<td>Other</td>
<td>4%</td>
</tr>
<tr>
<td>Debility</td>
<td>4%</td>
</tr>
<tr>
<td>Renal</td>
<td>3%</td>
</tr>
<tr>
<td>Liver</td>
<td>2%</td>
</tr>
<tr>
<td>ALS</td>
<td>1%</td>
</tr>
</tbody>
</table>
A **Unique Level of Care**

**The Bob Fryer & Family Inpatient Center** is a place where families gather around loved ones to share time together in a home-like atmosphere. Hospice & Community Care’s dedicated, caring staff provide medical, emotional and spiritual support for both the patient and family members.

The Inpatient Center was designed with patients and their families in mind. Every detail is part of a plan to ensure that patients and families are comfortable as they are coping with this difficult time in their lives. The home-like atmosphere is easy and relaxed and allows visitors to feel welcome at any time of the day or night.

Each of the 24 rooms is private and large enough to accommodate large families and friends. The rooms have a sofa bed for family members to stay overnight. Each room has a private bath as well as large double doors that open to a patio where patients and families can spend time outdoors. Should a patient want to spend time outside in warm weather, they only have to open the doors and their bed can be moved directly out to the patio. The connection between people and nature is shown to reduce stress, pain, anxiety and improve emotional well-being. A walking path, the Path of Remembrance, graces the grounds of the Center, providing a peaceful place for exercise and reflection. Family and friends find solace in the meditation room, along the Path of Remembrance and throughout the building as they cope with their eventual loss of their loved one.

Each of the three wings of the Inpatient Center is equipped with a full kitchen in which families may share meals and staff or volunteers prepare meals and snacks for patients. The scent of baking bread or warm chocolate chip cookies often has a calming effect and makes it homey to all who spend time there.

Patients may stay for as short as a day or as long as several weeks, with the average length of stay in 2015 being six days. When a patient comes to the Inpatient Center it is because he or she needs this level of care to manage pain, medications or symptoms that can be managed most effectively in this setting, or when caregivers need some time for a break and needed respite. Patients may return to their homes once pain or other symptoms are under control.

In 2015, nearly 1,200 patients were cared for at the Bob Fryer & Family Inpatient Center and experienced this unique level of care.

**“My father was at the Inpatient Center. It was like home. Dad’s dogs were even allowed to come visit because they meant the world to him. Thank you for everything you did for my father and every other patient who enters your doors.”**

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**Where Our Patients Received Care**

- **Home**: 67%
- **Senior Care Facility**: 24%
- **Inpatient Center**: 5%
- **Personal Care Home**: 4%

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**Volunteer Rai Drescher bakes cookies in the Inpatient Center kitchen.**
Charlie climbs on the big bean bag in the Volcano Room and then launches himself into the stack of soft blocks he piled up. “He loves this room. We would come early every week so he could come up here and get some of his energy and frustration out,” his mom, Mary, explains. Mary Roland and her son Charlie have been part of the Coping Kids & Teens program offered at the Pathways Center for Grief & Loss since Charlie’s dad passed away from cancer in 2014. The social worker from Hospice & Community Care told Mary about Coping Kids & Teens and how helpful it could be for Charlie, now nine years old.

“It has been so beneficial to be part of Pathways. Coping Kids allows Charlie to feel normal, and not like he’s the only kid without a parent at home,” Mary says. She is also grateful for the discussions that the group has prompted, conversations that are difficult but necessary. “We’ve talked about what would happen if I got sick, and how Charlie feels now that his dad is gone.” Charlie stops playing with the bean bags long enough to say his favorite part of the Coping Kids group was the Volcano Room (clearly), and pizza. Before every session pizza, salad and drinks are provided. Mary was thankful for the meal because it was one less thing to worry about when there are so many other things going on in her and Charlie’s lives. She has three kids and one grandchild, all living with her ‘so knowing that I can just leave the house and know that dinner was taken care of was great.’ She is sure many of the other parents felt the same.

Mary became friends with other parents in the group, as did Charlie with the other children. He attended Camp Chimaqua, the overnight children’s grief camp located in York County.

“I heard about Camp for two months, he had so much fun! His buddy Rick was a great influence.”

The counselors at Coping Kids explained that after the Thursday evening meetings the children would have 'off days' on Fridays. “And I saw that, but it gave us room to experience our emotions.”

Charlie is quick to talk about his dad, “I loved to go to the cabin with him. His favorite foods were meatball subs and Swiss iced tea. He always liked to build things, too.” Charlie likes to build things like his dad, but he smiles when he says that he can build them better. He is also an expert tree-climber and loves being outdoors.

Hospice & Community Care has become such a big part of Mary and Charlie’s lives. After her husband was cared for, her father-in-law was diagnosed with the same cancer and they called Hospice, and now her cousin is dealing with the same prognosis. “I believe in Hospice and have called you each time. We’ve told so many people about everything you offer, especially Coping Kids & Teens and the Camps,” Mary says. "I was 40 when my husband died and I didn’t want to think about Hospice. Knowing now that this amount of support is here and the resources that can help is comforting.”

The Pathways Center for Grief & Loss provides bereavement support to everyone in the community, regardless if they experienced care through Hospice. The Coping Kids & Teens Program is specially-designed to offer support to children and teens who experience a loss, but whose pain may sometimes be overlooked.

Who Benefited from Grief & Loss Support

<table>
<thead>
<tr>
<th>Bereaved Category</th>
<th>Beneficiaries</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospice Bereaved</td>
<td>6,625</td>
</tr>
<tr>
<td>Community Bereaved</td>
<td>1,058</td>
</tr>
<tr>
<td>Palliative Medicine Bereaved</td>
<td>762</td>
</tr>
</tbody>
</table>
Summary Financial Report

January 1, 2015 – December 31, 2015

PROGRAM SERVICE REVENUE $ 27,372,665

EXPENSES:

Patient Services $ 26,477,766
Other Operating Expenses 3,196,886
*Volunteer Service 532,746 30,207,398

Program Service Expense over Revenue (2,834,733)

NON-PROGRAM SERVICE REVENUE:

Public Support 2,115,282
Special Events (Net) 735,448
Net Investment Income 42,559
Grants & Other 81,646
*Volunteer Service 532,746 3,507,681

Excess of Revenue over Expenses 672,948
Net Assets - January 1, 2015 41,627,849
Net Assets - December 31, 2015 $ 42,300,797

* Figure stated represents value of donated services. It is not a cash revenue or expense.

Community support is vital for Hospice & Community Care to provide quality end-of-life care and to cover costs that are not reimbursed through Medicare or insurance.

Hospice & Community Care is grateful for the many ways the community provides support through contributions, gifts of securities, provisions in estate plans and through volunteering. These gifts allow us to provide care and compassion for patients, families and caregivers coping with serious illness and bereavement support for all ages.

How Hospice & Palliative Care are Reimbursed

- Medicare: 88.2%
- Medicaid: 3.5%
- Private Insurance: 7.6%
- Private Pay: .7%
As I reflect on the end of my term as both a board member and board chairman, it has been my sincere pleasure to have been associated with such a wonderful organization. I am humbled to have seen first-hand, the dedication of our staff for our patients, and the generous support of our community.

Geoffrey W. Eddowes
Mission:
Hospice & Community Care is dedicated to providing care and comfort to help patients and families live better at end of life.

Vision:
Hospice & Community Care is committed to excellence through the continual strengthening of home hospice care, inpatient hospice care and bereavement services, while advocating for comfort, support and timely access to services. We will also serve as medical, ethical, spiritual and educational leaders in matters related to end-of-life care.