

2018 Impact Report



15,422

unique individuals
were supported
by Hospice &
Community Care



HOSPICE
& COMMUNITY CARE

Your Care. Your Community. Your Hospice.

Having served our community for nearly 40 years, it has been our commitment to provide the best care possible to everyone, and that hasn't changed. In 2018, we continued to deliver on that promise thanks to our nearly 400 dedicated staff who went above and beyond, making an important and meaningful difference in the lives of our patients and families. Last year, we were privileged to provide hospice and supportive care to 3,674 patients and families, an 11% increase from 2017.

9,100

children, teens and adults were supported through the Pathways Center for Grief & Loss last year

More than 3,400 patients were cared for by our Palliative Medicine Consultants team. In 2018, our Pathways Center for Grief & Loss also provided a valuable resource for more than 9,100 grieving adults, teens and children in York and Lancaster, as well as neighboring communities, with families coming to us for needed support.

The tremendous support that we received in 2018 with the Labor Day Auction and Extraordinary Give, in addition to so many other generous gifts received throughout the year, continue to be reinvested back into our community to ensure that everyone in need of our care receives the highest quality, individualized care and support when they need it most.

Hospice & Community Care is your Hospice...we are in your backyard, our employees are your neighbors, and we are committed to providing personalized care and comfort to help all patients and families live better with serious illness through end of life.

3,674

patients and families received hospice and supportive care



Your Care.

The E. E. Manny Murry Center



In 2007, Hospice & Community Care purchased land at 4075 Old Harrisburg Pike and built the Pathways Center for Grief & Loss and The Bob Fryer & Family Inpatient Center which opened in September 2008. Ten years later, this campus has touched thousands of families and provided care to countless individuals. It was only fitting to name this space after the man who made it happen, Manny Murry.

In 2018, Diane Murry, Manny's wife, and Wes Murry, Manny and Diane's grandson, generously gifted funding to Hospice & Community Care, through The E. E. Murry Family Foundation, to ensure that patients and families continue to receive needed, exceptional care and comfort at end of life, and support after a loss.

The Pathways Center for Grief & Loss and The Bob Fryer & Family Inpatient Center, located on the grounds of

The E. E. Manny Murry Center, was the location of the Dedication and Naming Ceremony held on June 14, 2018. This special occasion provided Manny's family, friends and the community, the opportunity to see firsthand the long-lasting impact his memory will have on the lives of those in our community.

1,010

patients and families received care at The Bob Fryer & Family Inpatient Center



Your Community.

Grief Support... Responding to the Needs of Our Community

Students, School Faculty and Leadership Support

In 2018, local students were impacted by numerous unexpected tragedies—from vehicle accidents to suicides to overdoses, as well as serious illness. Specially-trained bereavement counselors from Hospice & Community Care's Pathways Center for Grief & Loss were called to assist students, parents and school administrators in coping with these tremendous losses, providing support, resources and guidance in the face of loss.

We provided tailored support to those who were grieving a loss in the community, including schools, workplaces and senior living communities.

We also supported more than 100 children, teens and their families through our Coping Kids & Teens series. Through the series, 140 individualized support groups were held for young children, school-aged kids and teenagers, plus their parents or guardians throughout the year.

More than
100
children, teens and their families were supported through our Coping Kids & Teens series

Support After a Substance Passing

When an individual dies from addiction or overdose it has a significant impact on those left behind. Hospice & Community Care partnered with Marjorie Paradise, a local psychologist whose daughter died from addiction, to form a local GRASP group (Grief Recovery After a Substance Passing). Offered at the Pathways Center for Grief & Loss, the program provides compassion, understanding and support for individuals who have had a loved one die as a result of substance abuse or addiction.

Unfortunately, this crisis and the disease of addiction does not have an easy fix, and more community members will be affected. Your support enables us to help these families.



Your Hospice.

Meeting Patients and Families Where They Are in York County

Hospice Care at WellSpan York Hospital

Hospice & Community Care partnered with WellSpan York Hospital in 2018 to launch the Hospice Response Team. The first of its kind locally, the program enables us to provide exceptional care and comfort to hospitalized patients who are seriously ill and have a 72-hour or less life expectancy.

Our team of specially-trained nurses, aides, social workers and spiritual clergy work collaboratively with WellSpan York Hospital's team to provide the support these patients and families need at the most fragile time of life. Since its launch, we have provided care to 339 patients and their families.

339

patients received care from our Hospice Response Team in York



989

Hospice patients were served in York County

Expansion into The Ann B. Barshinger Hospice Center



In 2018, Hospice & Community Care opened its new York office, The Ann B. Barshinger Hospice Center, at 235 St. Charles Way, York, thanks to the generous support of philanthropist and York County native, Ann Barshinger. In our first year at this new location, we saw significant growth—serving 989 hospice patients and families, an increase of 300 patients compared to 2017. Grief and loss support

is also available for anyone in the community who has experienced a loss, regardless of whether their loved one was a Hospice patient.

Nearly
63,000

nursing visits were
made to our patients
and families

Your Dollars at Work in 2018

As one of the few non-profit hospices serving Central Pennsylvania, we rely heavily on the generous support of our many donors.

Community support covers the gap between the actual cost of care and what Hospice & Community Care is reimbursed from Medicare or other insurances.

And it is because of that support that we are able to ensure that all patients and families, regardless of their financial circumstances, receive care and support.

- A record-setting 131 Women's Giving Circle members pooled their annual contributions to fund \$65,500 in projects and services that support our patients and families.
- The community donated nearly \$3.8 million through memorial contributions, bequests, online donations, gifts to special endowment funds, corporate sponsorships, IRA contributions, and participation in special events.
- 89% of caregivers surveyed would recommend Hospice & Community Care to their friends and families – 4% higher than the national average.
- 2,577 adults, teens, and kids attended support groups at the Pathways Center for Grief & Loss. This support is available to anyone in the community who has lost a loved one through illness or sudden, tragic circumstances.

Some Interesting Facts...

- Hospice social workers made 12,471 visits to support families.
- More than 1,400 music and massage therapy visits were made to comfort our patients.
- Hospice & Community Care chaplains made 6,451 visits to provide support to patients and their families.
- Hospice aides made more than 26,000 visits to care for our patients.
- 1,500 breakfast logs and 4,900 whoopie pies were sold at the Labor Day Auction!



2018 Summary Financial Report

January 1, 2018 – December 31, 2018

PROGRAM SERVICE REVENUE \$ 31,190,894

EXPENSES:

Patient Services	\$ 30,160,654	
Other Operating Expenses	3,613,493	
*Volunteer Service	<u>592,477</u>	<u>34,366,624</u>

Program Service Expense over Revenue (3,175,730)

NON-PROGRAM SERVICE REVENUE:

Public Support	2,334,746	
Special Events (Net)	953,715	
Loss on Investments	(1,198,783)	
Grants & Other	46,904	
*Volunteer Service	<u>592,477</u>	<u>2,729,059</u>

Excess of Expenses over Revenue (446,671)

Net Assets - January 1, 2018 48,108,540

Net Assets - December 31, 2018 \$ 47,661,869

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





Hospice & Community Care
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Our Mission

To provide personalized care and comfort to help patients and families live better with serious illness through end of life.

Our Vision

Every person living in our community will receive the care and compassion they need while coping with serious illness, facing end of life, or experiencing the loss of a loved one.

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