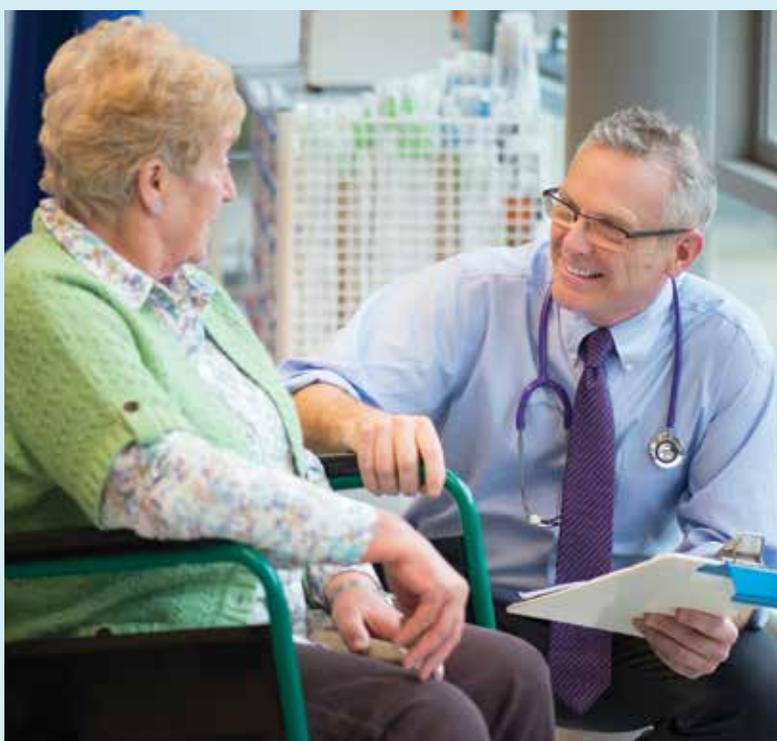


Hospice & Community Care **IMPACT REPORT** 2017



IMPACT

by the numbers

This past year was one we met with success... providing care and support for more patients and families than ever before; raising \$740,000 at the Labor Day Auction; reaching more patients through the Supportive Care Program; working together with great senior living facilities to provide excellent care for our patients; meeting the bereavement needs of the community through the Pathways Center for Grief & Loss; and continually striving to provide the best end-of-life care at home, at the Bob Fryer & Family Inpatient Center or wherever our patients need our care.

“Thanks to each and every one of you. It is never easy losing a loved one but the staff certainly did everything above and beyond for my mom, dad, sisters, family and friends who stopped by.”

Our 389 staff members make the difference, and we are proud of our team who show their dedication and make a meaningful difference in the lives of our patients and families each and every day.



29

Social Workers
& Counselors

137

Registered Nurses

60

Licensed Practical
Nurses

40

Hospice Aides

12

Physicians

9

Nurse Practitioners

12

Chaplains

Supportive Care...

IMPACT to More Patients



The Supportive Care Program, unveiled in 2016 as part of the Medicare Care Choices Model (MCCM), has eliminated the need for those suffering from a serious illness to choose between continuing treatment and receiving Hospice care. In 2017 more than 250 patients and their families were able to receive visits in their home from a nurse and social worker to help manage pain and other symptoms while still undergoing specialized therapy such as radiation or dialysis. The Supportive Care program admitted 133 more patients in 2017 than in 2016.

Supportive Care

A program of Hospice & Community Care

Supportive Care has also proven to be a wonderful gateway into Hospice Care. This early referral for nearly 200 patients gave them access to all Hospice services provided by the full Hospice team after patients have completed treatment and moved to comfort care.

269

Supportive Care
patients

127%

increase
over 2016

197

patients admitted to
Hospice care through
Supportive Care

The Ann B. Barshinger Hospice Center



When Hospice first opened its York location at 224 St. Charles Way in July of 2012, the average number of patients being taken care of in York County was 30. The staff began as a group of 20, supporting one Hospice team visiting patients at their homes and in facilities. Today the staff has grown to 45 and consists of two teams to care for more than 80 patients daily. The Pathways Center for Grief & Loss provides bereavement groups to

support the York community. The opportunity to move to a larger space in 2017 was made possible by a significant gift from long-time supporter and local philanthropist Ann Barshinger. A York County native, Ann supported Hospice & Community Care's move into York County in 2012. The new location at 235 St. Charles Way was named the Ann B. Barshinger Hospice Center and is spacious enough to hold support groups and counseling provided by the Pathways Center for Grief & Loss as well as hospice services for York County.

689

York Hospice
patients

2,849

Lancaster
Patients



AVERAGE DAILY CENSUS

314	LANCASTER
81	YORK
15	OTHER

Unique Loss and the Pathways Center



The Pathways Center for Grief & Loss serves thousands of individuals coping with the loss of a loved one. The Center's eight bereavement counselors have seen a dramatic increase in the number of people who have lost someone through traumatic circumstances. The masters-level counselors work to help families in our community through painful losses that include suicide, overdose

and homicide, in addition to losses as a result of serious illness. The number of children who have been enrolled in the Coping Kids & Teens program, held in the Bob & Joy Allen Wing of the Pathways Center, grew in 2017, with many children and teens working through the grief of losing one or sometimes both parents. These unique losses, which many times leave others now in the parental role, has increased the need for children's and adult services. Pathways Center counselors made 3,620 phone calls, 771 personal visits and were a resource on-site for 61 community events including informative grief workshops and support after an unexpected death.

57

York County
Support Groups

193

Lancaster County
Support Groups

1,603

non-Hospice families
supported

7,360

Hospice families
supported

Donor & Community **IMPACT**

We never waiver from our mission to deliver the best care at end of life regardless of our patients' insurance or ability to pay. There is a gap in coverage between what Hospice & Community Care is reimbursed by Medicare, Medicaid and private insurance and the actual cost to care for our patients. In 2017 that gap totaled \$2.1 million. The overwhelming support we felt from the community covered that gap as well as allowing us to do even more. The Pathways Center for Grief & Loss increased the number of Hospice and community bereaved they supported through loss-specific groups, children's programs and workshops, completely relying on community support. Donations provide a specialized team to care for pediatric hospice patients; give patients and families 24-hour access to a nurse; have massage and music therapy available for added comfort; and provide needed medications and medical equipment. The community donated nearly \$3.8 million in 2017 through memorial contributions, bequests, online donations, gifts to special endowment funds, corporate sponsorships, IRA contributions, and participation in special events. Because of this support, we provided nearly 24,000 days of Hospice and Supportive Care for those who did not have the financial resources to pay for services.

Volunteer Recognition

Volunteers carry out the mission of Hospice & Community Care through their work every day. We celebrate their spirit and dedication, because without their immense contribution to our organization we could not reach the number of patients and families that we do each year.



2017 Volunteer
Recognition Sponsor

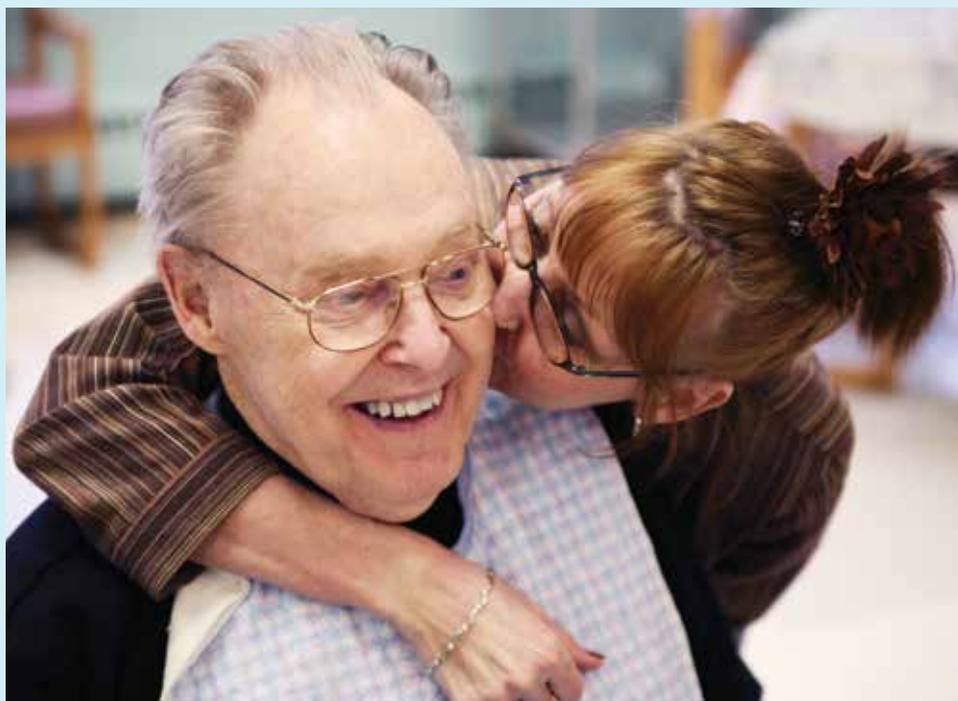
2017 Summary Financial Report

January 1, 2017 – December 31, 2017

PROGRAM SERVICE REVENUE		\$ 28,523,373
EXPENSES:		
Patient Services	\$ 28,437,218	
Other Operating Expenses	3,363,719	
*Volunteer Service	<u>596,955</u>	<u>32,397,892</u>
Program Service Expense over Revenue		(3,874,519)
NON-PROGRAM SERVICE REVENUE:		
Public Support	2,396,903	
Special Events (Net)	966,835	
Net Investment Income	2,784,428	
Grants & Other	28,135	
*Volunteer Service	<u>596,955</u>	<u>6,773,256</u>
Excess of Revenue over Expenses		2,898,737
Net Assets - January 1, 2017		<u>45,209,803</u>
Net Assets - December 31, 2017		<u><u>\$ 48,108,540</u></u>

* Figure stated represents value of donated services by volunteers. 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 dedicated to providing care and comfort to help patients and families live better at end of life.

Hospice & Community Care does not discriminate on the basis of race, religion, color, national origin, ancestry, age, disability, gender or gender identity, sexual orientation, marital status, veteran status, medical condition, financial status or resources or any other legally protected characteristic. For a comprehensive nondiscrimination clause, visit hospicecommunity.org.

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