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## COMPASSION, CARE, AND COMFORT THROUGH END OF LIFE

Hospice of Southern Maine is a nonprofit serving residents of York and Cumberland County, Maine.

Surveys consistently show that people's greatest fear concerning death and dying is experiencing pain and suffering. At Hospice of Southern Maine, we are committed to offering care that is provided by a team of highly trained experts who have their patients' and families' care and comfort as their highest priority.



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2017 Board of Directors



Hospice of Southern Maine honored Theresa Desfosses (*pictured at right*) with the Katherine S. Pope Leadership Award in December. Ms. Desfosses has been an instrumental part of the organization since its formation in 2004.

## MESSAGE FROM OUR CHIEF EXECUTIVE OFFICER & BOARD CHAIR

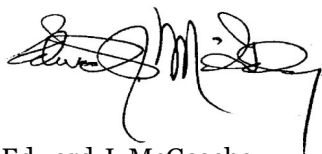
Thank you for placing your trust in us. We know you have a choice about who cares for your loved one at the end of life, *and* which community organizations you support. We do not take your decision to choose Hospice of Southern Maine (HSM) for granted, and want you to know that we will always work to earn that trust.

Quality care is our highest priority, and I am proud to report that HSM achieved top marks in 2017. *Hospice Compare*, a Medicare website, was launched last year to help the public make decisions about hospice agencies by comparing nationally reported data on quality care and family satisfaction. For the two year period ending June 2017, HSM met or exceeded all national benchmarks. I was especially heartened to see that 91% of our patients' caregivers surveyed said they would "definitely recommend this hospice to friends and family."

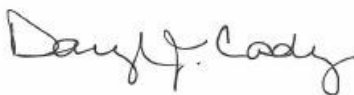
2017 was a year of positive growth and an exciting milestone for Hospice of Southern Maine. Not only did we care for more patients – 1,641 in total – but our efforts to educate about the benefits of hospice have clearly made a difference. When we opened our doors in 2004, Maine was ranked 49<sup>th</sup> in the nation for hospice care, and only 9% of people who were eligible for hospice were using it. Today, Maine has moved to 25<sup>th</sup> in the nation and has the fastest growing hospice utilization rate in the country.

Last year was also an exciting milestone for the agency – the 10<sup>th</sup> anniversary of Gosnell Memorial Hospice House. With your help, we made much needed improvements at the House, which have made such a difference for the patients and families we serve.

On the following pages are the names of our generous supporters. We are deeply grateful for each and every one of you. You make it possible for us to be there for *everyone* who needs our care, regardless of income or insurance coverage. Thank you so much for your continued support of Hospice of Southern Maine.



Edward J. McGeachey  
2017 Chair of the Board of Directors



Daryl J. Cady  
Chief Executive Officer



Daryl J. Cady



Edward J. McGeachey

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Dr. Nate Wilson

# At Home with Hospice

Rose Mary Muir has always had a special calling to help those around her. At the age of 14 she began volunteering near her home in New Jersey where she read books to children with autism. Since then, Rose Mary has always been involved with volunteering in some capacity. It is a part of her that adds great meaning to her life and to the lives of those around her.

After completing her undergraduate degree, Rose Mary married and began raising a family. When her daughters were 6 and 9 years old, she decided to follow her dream to attend law school. Upon passing the Bar Exam, Rose Mary took a job representing children as a Guardian ad Litem helping to remove children from neglectful, abusive homes. She was occasionally involved in custody disputes but always worked diligently to advocate for the children involved. No matter where she ended up, or what job she was doing, it was Rose Mary's mission to act in the best interest of the people she represented.

Rose Mary and her husband moved their family to Maine in 1993. Naturally, in addition to a full time job, Rose Mary began to seek out volunteer opportunities. Her first position was as a volunteer at the Barbara Bush Children's Hospital (BBCH). It was in this position that Rose Mary had a transformative experience that ultimately led her to become a hospice volunteer.

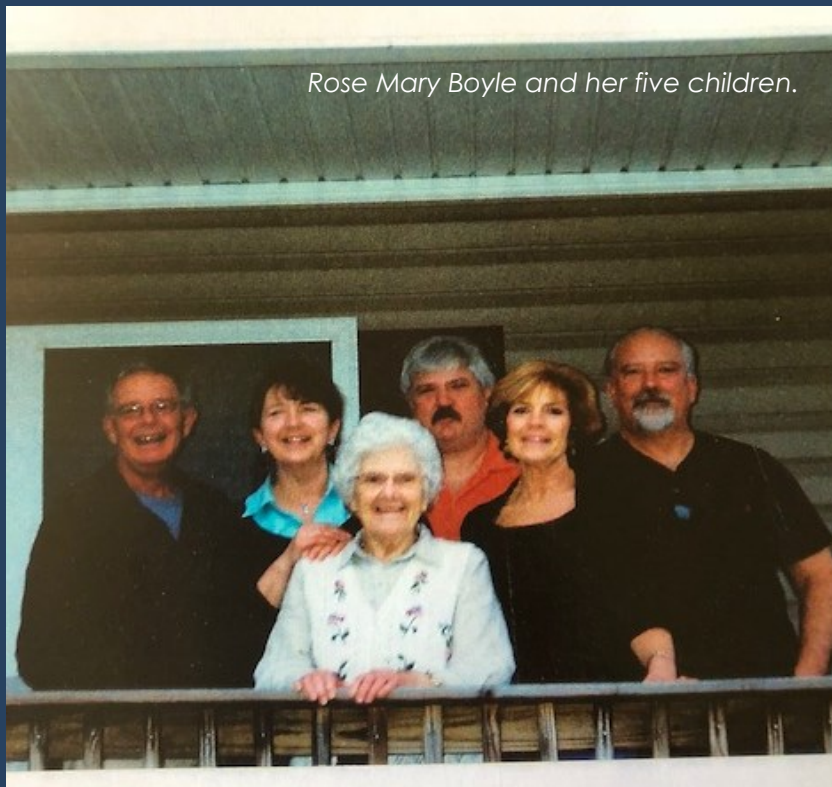
*Right: Rose Mary Muir's mom, Rose Mary Boyle, and therapy dog Maya, at Gosnell Memorial Hospice House.*



One evening after work, Rose Mary went to volunteer at BBCH. Upon arrival, one of the nurses approached her with a task that differed from any she had done before. She was asked to sit with an 18 month old boy dying of a brain tumor while his parents went out for a couple of hours to make funeral arrangements. Of course Rose Mary agreed and went to sit with the little boy. Admittedly it was a difficult night. The boy was terribly uncomfortable and so, in an effort to soothe him, Rose Mary sang and hummed delicate tunes which seemed to provide comfort. The experience had a profound impact on Rose Mary. It was her first experience being part of the dying process. The fact that such a young family was involved made it that much more impactful. When all was said and done, Rose Mary expressed it this way,

*"I was so grateful to be there, maybe to sing and hum a little bit helped to soothe the little boy and it gave me a different perspective and I just thought... I can do this."*

And she could! Rose Mary went on to receive volunteer hospice training from Hospice of Southern Maine. She started as a 'regular,' volunteering on Sunday afternoons at Gosnell Memorial Hospice House. Then one day a patient asked the staff at Gosnell if Rose Mary would be able to come to his home to care for him. With assistance from the volunteer coordinator, Rose Mary transitioned to the home program where she has been for the last eight years. Rose Mary finds that she particularly enjoys being a volunteer in patients homes. For her, it means that she gets to travel around southern Maine and visit patients in their own space, caring for them in their comfort zone.



*Rose Mary Boyle and her five children.*

*"It really is the presence, often the quiet presence, and you don't always know who's getting the greatest comfort from that."*

In 2017 Rose Mary had the unique experience of hospice from a daughter's perspective. At the age of 95, Rose Mary's mother was living in New Jersey with family when she began having symptoms of early kidney failure. When it came time for treatment, she declined dialysis. The kidney specialist said, "We can consider hospice at some point if you want to." Family members deferred to Rose Mary who was living a few states away. They asked her to draw on her hospice knowledge and experience to put the steps of care for her mom into motion.



Above: Rose Mary's parents on their wedding day in June 1948.

It was at this point that Rose Mary began to see the true value of hospice care and to understand the need for more education about hospice in the community. Rose Mary moved her mom from New Jersey to Maine, and transitioned her care to Hospice of Southern Maine. Rose Mary relates that it was “immensely helpful to have the HSM team, and the care was such a relief to my family and me.” For quite some time, Rose Mary’s mom remained at home where she received care and regular visits from an interdisciplinary team of volunteers, physicians, nurses, social workers, hospice aides and chaplains. Near the end of her life, her illness necessitated that Rose Mary's mom be transferred to GMHH. She was only at the House for a week, however, Rose Mary described it as an experience that “could not have been a better ending to one’s life.” Family members came to say goodbye and, perhaps most importantly, her mother was comfortable and at peace in her final moments.

*“There have been many losses in our family, and having hospice made all the difference. As family members, we had such peace of mind knowing that mom was okay, that someone was always there, she wasn’t in pain, and that her needs were being met. It’s an immensely powerful thing because it relieved us of that burden of worry.”*

As someone who has experienced the benefits of hospice from many angles, Rose Mary wants people to know that, when the time comes, they too can benefit from hospice care. Her experiences have taught her that no one has to be alone or in pain during their final moments. Rose Mary began volunteering to make a difference and touch the lives of those around her. What she found is that many of those *she* has helped have moved her and made a difference in her life as well, and in ways she never imagined.



## Gosnell Memorial Hospice House

Since opening its doors in 2007, Gosnell Memorial Hospice House has served more than 6,000 patients and their families. Kicking off the ***Ten Years of Care Campaign*** in 2017, Stoddard Chaplin's grandchildren raised \$885 selling lemonade in his memory and donated the proceeds to Hospice of Southern Maine. Mr. Chaplin was a longtime resident of Biddeford, Maine and died at Gosnell. His grandchildren chose to support this very special campaign to help ensure Gosnell Memorial Hospice House remains a world-class facility for generations to come.

# Gosnell Memorial Hospice House

## 10th Anniversary Celebration

2017 marked the 10 year anniversary of Gosnell Memorial Hospice House. Gosnell was built specifically to provide high-quality care for people near the end of life. Since its opening in 2007, Gosnell has been a home away from home for more than 6,000 patients and their families.

With support from the community and over 650 donations to the Campaign, Hospice of Southern Maine was able to make necessary improvements and upgrades to maintain this unique inpatient hospice facility in southern Maine.

Those who have witnessed the care at Gosnell describe their experience as “exceptional,” “beautiful,” and even “magical.” We look forward to continuing to provide quality care to the southern Maine community for many years to come.



# WHAT SETS US APART

Hospice of Southern Maine offers complimentary volunteer-driven services to enhance the care and hospice experience for patients and their families.

## PawPrints

Therapy dogs and their handlers visit patients and their families at Gosnell Memorial Hospice House. The close companionship of animals provides a relaxing and understanding presence to those at the end-of-life.

## HeartStrings

Integrating music into end-of-life care has many proven benefits, including reducing stress, anxiety, and pain. More than two times a month HeartStrings volunteers play live music in the family living room at Gosnell, not as performers, but to provide a soothing presence.

## Reiki

The powerful touch and healing hands of Reiki is available at Gosnell Memorial Hospice House for patients and family members.



**Sophie, Gosnell Therapy Dog**

# 2017 Finance Report



In 2017, we experienced a 2% growth in the number of patients in our care. Our multi-disciplinary team was privileged to serve 1,641 patients and their loved ones throughout southern Maine. The vast majority of our care was provided in patient’s own homes, helping to fulfill the wish of many to die at home.

Our robust bereavement program continued to aid those who lost loved ones through individual counseling sessions, support groups and our year-long series of informational mailings. The 3,300 served included loved ones of those who died on our service, as well as other grieving community members seeking assistance.

The majority of our funding comes from the Medicare program, which provides a fixed fee for each day of care we provide. Our organization works to balance the delivery of quality care with prudent use of these resources to assure our ongoing financial viability. We want to care for anyone who needs us, regardless of whether they have insurance or the means to pay for our services, or in need of unusually high cost care. To assure our ability to care for all, our community, once again, contributed more than \$1,000,000.

Our independent auditor provided an unmodified opinion in their report of the 2017 financial statements.

Respectfully Submitted,

*Mary T. Pinto*

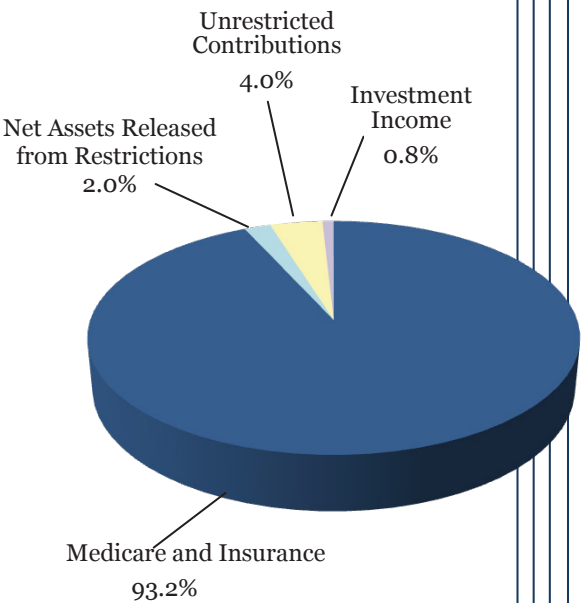
Mary T. Pinto  
Finance and Information Systems Director

## REVENUE AND SUPPORT

Medicare & Insurance (net)	\$13,822,901	93.2%
Net Assets Released from Restriction	\$296,760	2.0%
Contributions, Bequests & Grants	\$590,266	4.0%
Investment Income	\$124,880	0.8%
Other Income	\$1,862	0.0%
<b>Total Revenue &amp; Support</b>	<b>\$14,836,669</b>	<b>100%</b>

## EXPENSE

Program Services	\$10,755,015	79%
Administrative & General	\$2652,120	19%
Fundraising	\$289,633	2%
<b>Total Expense</b>	<b>\$13,696,768</b>	<b>100%</b>





**160** Volunteers  
contributed over  
**10,000** hours in  
2017.

**96**

Educational  
outreach  
programs

**1,670**

Participants in  
educational  
outreach programs

**9**

Featured Artists at  
Gosnell Memorial  
Hospice House in 2017

**1,641**

Patients cared for  
in 2017

**3,300**

Individuals received  
Bereavement  
Support

**0**

Patients turned  
away because of  
their inability to pay

**91%**

Of family caregivers  
would "definitely"  
recommend HSM to  
friends and family

**6%** Of Hospice  
of Southern  
Maine's patient  
care hours were  
completed by  
volunteers.

# 2017 Donors

## **Legacy Circle**

### **GIFTS OF \$25,000 AND ABOVE**

Hannaford Charitable Foundation  
The Lennox Foundation  
Elmina B. Sewall Foundation  
The Wildflower Fund  
Anonymous (2)

## **Philanthropy Circle**

### **GIFTS OF \$10,000-\$24,999**

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**GIFTS OF \$1,000-\$2,499**

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Patrick Collins  
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Don and Mary Fleurant  
Jack and Ruth-Anne Gibson

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Rev. Pamela Avery Witham \*  
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