Impact Report
2019
OCTOBER 2018 – SEPTEMBER 2019

The community’s leading nonprofit hospice and healthcare agency, thanks to you.

DELAWARE HOSPICE
Since 1982
Delaware Hospice

Ellan Levitsky Orkin of Milford had a sense of adventure. She and her sister Dorothy volunteered during WWII, tending soldiers in Normandy shortly after D-Day, earning multiple honors. After the war, Ellan, 1st LT Registered Nurse Anesthetist, and Dorothy, 2nd LT Registered Nurse, returned to Normandy many times. But Ellan hadn’t been back since Dorothy’s passing in 2015. Despite her fragile health, Ellan was determined to go for the 75th anniversary, when they would unveil a monument with Ellan’s and Dorothy’s names.

Fortunately, Ellan had her Delaware Hospice nurse, Barb, in her corner. “Our whole goal was to get Ellan to Normandy and to get her back again,” explains Barb. “We had everything planned with Ellan and her caregiver if anything should happen. It was important to Ellan that she got there—and that was important to me.”

Ellan made it to the ceremony, and the sun came out when they pulled the tarp off the monument. “She [Dorothy] was with me,” Ellan said.

delawarehospice.org

AGE OF HOSPICE PATIENT

- 0–21: 0.28%
- 22–40: 14.19%
- 41–65: 21.21%
- 66–75: 63.49%
- 76+: 0.84%
James Allen, M.D., had tried several respite healthcare facilities near his home in Wilmington for his wife, Carol, who suffered from Parkinson’s. But none seemed to have everything he was looking for. Then Carol’s social worker suggested the Delaware Hospice Center in Milford. Despite the distance, Dr. Allen agreed to a respite stay for Carol while he was on a business trip.

“It was worth the drive,” commented Dr. Allen. “The facility was absolutely beautiful, and Carol had a view of the garden. Most importantly, the staff treated Carol with the utmost respect and care. Everyone’s family should stay at the Delaware Hospice Center!”

Knowing that his wife was well taken care of, Dr. Allen was able to complete work and spend time with his daughter and grandson. As a caregiver, Dr. Allen saw how high-quality respite care benefited Carol, as well as himself.
Delaware Palliative

Melissa, one of our palliative patients, has greatly benefited from our in-home care. As a blind woman and amputee, Melissa has difficulty visiting a doctor’s office. Delaware Palliative Nurse Practitioner, Clare, works with her and her mom from their home in New Castle. Clare works with the 40-year-old to manage her pain and symptoms due to diabetes. Over the past several months, Clare has had discussions regarding progression of disease along with goals of care. “I know that our care has positively affected the outcome of Melissa’s life by limiting uncontrolled healthcare complications,” commented Clare.

Delaware Palliative cared for 264 PATIENTS

Delaware Palliative
A Program of Delaware Hospice
delawarepalliative.org
“I am so grateful for the help and support my mother and I were given by Delaware Hospice. Mom was enrolled in the Delaware Transitions program at the suggestion of her doctor. I had no idea Delaware Hospice had such a program, but it proved to be very helpful, even in just letting me know what services were available to us. If you have never needed things like adult daycare, you likely don’t even know they exist. Thank you so much. I never would have been able to keep mom at home without your help!”

V.S., Dover

Delaware Transitions

A Delaware Transitions coordinator asked client J.Q. of Newark if she minded that a volunteer called periodically to check in on her. J.Q. said, “You never know what could happen, so I’m glad she calls!”

Another client, 90-year-old M.P. of Newark, has a supportive church community, but few friends in her building. She genuinely looks forward to the visits from her Delaware Transitions coordinator.

Delaware Transitions connected 210 clients with needed resources

Each month, Delaware Transitions emailed 2,338 newsletters packed with useful tips and information

DELAWARE TRANSITIONS
A Service of Delaware Hospice
delawaretransitions.org
Early in her pregnancy, Patty of Lewes got the phone call that her baby Leo, had a medically complex condition. After the doctors determined that any type of interventions would only add to Leo’s suffering, the family determined quickly that they wanted Leo to have “comfort care.”

As Leo defied the odds in his first few days of life, the family focused on enjoying each tiny moment and milestone. Enter Katybug, Delaware Hospice’s personalized pediatric care program that helps children and their families live life to the fullest.

Leo’s nurse, Lynn, was able to help the family celebrate Leo’s first birthday!

Katybug is the only program of its kind in Delaware with certified pediatric specialists who are experienced in working with children and their families, so they can focus on the joys of life instead of the child’s illness.

KATYBUG DIAGNOSIS BREAKDOWN

- Congenital: 33%
- Neurological: 33%
- Cancer: 17%
- Mitochondrial: 17%

katybugde.org
Choices

As a leader and innovator in our field, we were honored when Medicare selected us as the only hospice provider in the state of Delaware to pilot the Medicare Care Choices Model (MCCM). Through our Choices program, we’ve been able to help people across the region live a quality life—people like Richard Mohr of Seaford.

In an effort to avoid trips to the ED, Richard enrolled in Choices in July. At the time, he was unable to get out of bed. Through Choices, Richard began receiving home-based hospice services. Two months later, he was able to get up from his seat on the porch and walk to the dining room. By October, he was strong enough to attend his grandson’s wedding!

Honoring Choices® Delaware

Founded by Delaware Hospice in 2017, the vision of Honoring Choices® Delaware is to power a cultural transformation that normalizes end-of-life conversations so all Delawareans feel empowered to make choices reflecting their values and beliefs.

Over the past year, Honoring Choices® formed local, regional, and national relationships to help bridge the gap between the community and medical professionals regarding advance healthcare directives. We look forward to expanding our state’s activities through programs like Cocktails & Caskets, Muffins & Mortality, and Are Your Ducks in a Row?
“I have been a recipient of bereavement support from Delaware Hospice staff for over two years. My husband was a patient at Delaware Hospice. Within a few weeks of my husband’s passing, I was contacted and informed of the services provided. I am very thankful to Delaware Hospice for providing a variety of support activities: individual, group classes, drop-in groups, social (lunch/dinner) groups.

Every counselor I have spoken with has been compassionate and empathetic—listening, guiding, and providing support at whatever level I needed at the time. I participated in the six-week bereavement support group, ‘Healing After the Loss of a Loved One’—and still refer to my binder at times. I would recommend this ‘course’ to anyone who is grieving a loss.

I now attend a monthly support group; in this setting I am with others who ‘know’ what I am experiencing—even though each of our situations is unique. To me, this is the most valuable aspect—knowing I am not alone and that my story may help others as they travel their grief journey.”

S.R., Milford
Madeline and Lily of Middletown participated in New Hope’s program and attended Camp New Hope after the passing of their mother. When camp is mentioned, Madeline and Lily’s eyes widen with excitement! They were both very eager to share their Camp New Hope experiences. At camp, Madeline learned that other kids understood how she felt because her mom was not around. The girls had so much fun making drums and jewelry with the other kids. They also enjoyed water day. At the camp’s memorial service, the group planted a tree to commemorate their time together and dedicated it to the memory of their loved ones. The girls were able to write their mom’s name on a popsicle stick, which they planted with the tree so that they could provide nutrients to the growing tree.

When Madeline was asked what she would tell other kids who are thinking about going to Camp New Hope, she said, “I think Camp New Hope helped me and I think it will help you. It made me feel better.”

New Hope

More than 11,000 children and teens have received grief support through New Hope over its 30-year history.

New Hope is a free bereavement program that supports children ages 6-17 both before and after a loss through school groups and workshops. Camp New Hope brings grieving children together for four days to share their feelings in a positive, safe day-camp setting.

32 New Hope School Groups

3 Camp New Hope and Workshops

82 New Hope Campers

New Hope

Provided by Delaware Hospice

30th Anniversary

newhopede.org
Volunteers

403 Volunteers

26,276 Donated Hours

$479,106.94 worth of donated time

Volunteers range in age from 16 to 90 years old.

THREE VOLUNTEERS CELEBRATED OVER 30 YEARS OF SERVICE:

Linda Bradford (30 years)
Gene Donnelly (35 years)
Nancy Wrede (35 years)
Thanks to donors, supporters, advocates, and volunteers like you who helped us minimize expenses and fill coverage gaps, we never had to turn hospice patients away for an inability to pay. Your generosity provided an immeasurable gift to people in need of care and comfort.

Donations of any size make a big difference; we encourage and count on your continued support! If you have not already, please consider including Delaware Hospice in your estate plan. You could leave a legacy that is worth so much more than any dollar amount, and your estate may benefit from tax savings.

**FINANCIAL SUMMARY (AUDITED)**

- **Total Revenue**
  - Medicare: 87.6%
  - Fundraising: 5.3%
  - Commercial Insurance: 3.6%
  - Medicaid: 3.1%
  - Other: 0.4%

- **Total Revenue** $26.4 Million*
- **Total Expenses** $26.9 Million

*Not inclusive of investment returns of $800,000; $271,000 is unrealized due to market adjustments.
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