October 2019 – September 2020

Delaware Hospice is very proud of the growth and success this past year despite the challenges that faced us all. Our talented staff have continued to provide care in all our programs and services — they have not missed a beat. We continue to provide our community with innovative healthcare services.

Patient Age

- 68.1%
- 18.7%
- 12.7%
- 0.5%

Patient Diagnosis

- Cancer
- Cardiovascular
- Neurological
- Respiratory
- Digestive
- Genitourinary
- Other

22–40: 2.1%
41–65: 2.1%
66–75: 2.1%
76+: 40.4%

“Words cannot begin to encompass all Delaware Hospice has done for our family this past month navigating to and through the passing of our dear mother.

— DC, JD, MH
Over 36% of our patients who visit the Delaware Hospice Center return home after their stay. Many patients and families return to the Center multiple times to receive hands on education, respite stays, and symptom management.

“Delaware Hospice was a wonderful organization for my brother and family. I would love to share with everyone our experience. Hospice is much more than what people think of it.”

— B. Campbell, Dover

To read Johnny’s complete story, please visit give.delawarehospice.org/Johnny
Delaware Palliative provides *specialized supportive care* for people living with the burden of a serious illness, whatever the diagnosis.

Our team of Nurse Practitioners and Social Workers provides holistic physical and psychosocial care through home and virtual visits, while working collaboratively with the patient’s primary doctor and/or specialists. Delaware Palliative patients benefit from the individualized in-home care provided, *while still receiving curative treatments*, and other services such as home health, physical and occupational therapies, etc.

The Delaware Palliative team also assists patients and families with goals of care conversations and completion of advance care planning documents.
“Though we do not have any immediate needs, being in the [Delaware] Transitions program gives my family and I peace of mind that when the time does come for my mother, we have a support team guiding and helping us with the next steps.”

— T.D speaking about her Mother, Magnolia, DE

Learn more about Delaware Transitions at delawaretransitions.org

“The family was so grateful to have Imani home and I truly believe that without Katybug’s support that would not have happened.”

Learn more about Katybug at katybugde.org
Prior to the pandemic, New Hope was working with various school groups and individual children and teens throughout the state. However, the pandemic didn’t stop them. New Hope has been instrumental in our community over the past year. The program was able to move virtual also with Camp New Hope and provide resources to children who were in need in a safe manner.

“The virtual book club is a blessing. It enables me to participate in a much needed resource without the added stress of hurrying from work to make a meeting or traveling when the weather is bad.”

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Learn more about New Hope at newhopede.org
Through Choices, we are able to support patients, families, and referring medical professionals. The CMS* Demonstration is to determine if this model would be helpful in the future for hospice patients. Delaware Hospice is the only hospice in Delaware selected to participate. Our Choices program is leading the country and our patients account for 5% of national participation. 96% of caregivers indicated that they would definitely or probably recommend the model to friends and family members.**

*Centers for Medicare and Medicaid Services
**CMS Findings at a Glance 9/30/20

Over the past year, Honoring Choices® Delaware has formed virtual and when possible local 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. If you know an organization that would like a presentation, please email nfullmer@delawarehospice.org.

Learn more about the Honoring Choices® Delaware program at honoringchoicesde.org
**VOLUNTEERS**

Amidst a pandemic, we had 13,219 total Volunteer hours which brought about a cost savings of $236,717.78. Volunteers have been assisting with memory bear projects, office support, and check-in calls from their homes during the pandemic. Many volunteers are eager to get back to work and lend their support. We have a total of 359 volunteers with the following volunteers having celebrated 20–30 years of service:

- Ben Fournier — 30 years
- Dale Stratton — 25 years
- Yvonne Heisler — 25 years
- Jean Hitchens — 20 years
- Bert Butler — 20 years
- Andrew Meade — 20 years

**FINANCIALS**

**Total Revenue**

FY 2020

Oct 1, 2019–Sept 30, 2020

$26.2 Million

**Total Expense**

$26.7 Million

**Investment Returns**

$1.3 Million, which includes $861K unrealized for market fluctuation

- Medicare: 86.6%
- Fundraising: 5.0%
- Commercial Insurance: 4.0%
- Medicaid: 3.8%
- Other: 0.6%
Ways to give: AmazonSmile, matching gifts and Planned Giving. For more information, including an article on IRA Qualified Charitable Distribution, please visit www.delawarehospice.org/donate.

Thank you to our Corporate Partners: Bayhealth, Chandler Funeral Homes & Crematory, Community Bank Delaware, EMS, Nickle Electric, Point to Point Wealth Planning, and Ward Family Foundation. Through their yearlong partnership, Delaware Hospice is able to provide a variety of programs and services, several at no cost to the community.

Thank you Coventry Printing for printing this edition of Caregiving Connections.