2021
Community Impact Report

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

Over the past year, Delaware Hospice focused on its commitment to high quality care and services by participating in the National Hospice and Palliative Care Organization (NHPCO) Quality Connections Program. Among 12 hospices in the nation to earn all four rings, we are the only healthcare organization in Delaware to earn such a distinction. Launched in January 2021, Quality Connections is structured around four pillars representing: Education, Application, Measurement, and Innovation.

We are excited to celebrate our 40th anniversary with new opportunities like opening a hospice unit at Saint Francis Hospital and new, innovative ways to provide excellent patient care. Since 1982, we have provided high quality hospice care to individuals and their families. As we have grown over the years, we have become more than hospice, offering a wide range of programs and services to continue better serving individuals, families, and the community.

*Like many other healthcare organizations, the COVID-19 pandemic continues to impact how we provide our programs and services.*

AGE OF PATIENTS

- 18–64: 69.8%
- 65–74: 18.3%
- 75+: 11.7%
Delaware Hospice Center

If patients need a higher level of care to stay comfortable and safe when symptoms or pain arise, the Delaware Hospice Center offers a home-like setting alternative to hospital care. The Center provides round-the-clock care for patients who need a higher level of care that they aren’t able to get at home. Along with this level of care, respite stays are also offered at the Center. Respite stays allow caregivers to take time to recharge mentally, physically, and spiritually while knowing that their loved one is in the 24-hour care of expert staff.

CENTER AMENITIES

16 Private Suites
2 Family Kitchens
2 Living Rooms
2 Children’s Playrooms
Patient Spa, Meditation Room, Library, and a Garden with a Waterfall

Delaware Hospice Center cared for 517 Families

AGE OF PATIENTS

- 18–64: 75.4%
- 65–74: 15.8%
- 75+: 8.8%
Ms. Miramon was admitted to Delaware Palliative with a cancer diagnosis in December 2020. When Delaware Palliative Nurse Practitioner, Ginna, first met Ms. Miramon, she was frail and gaunt in appearance. Ms. Miramon suffered from “horrible anxiety” and a “constant feeling of uneasiness and restlessness.” Her son stated, “She will cry at the drop of a hat.”

A treatment plan was initiated to address these symptoms by using both medicinal and nonmedicinal methods. Through online resources, support groups, and educational materials, Ginna was able to support Ms. Miramon’s mental anguish that is associated with a cancer diagnosis. On a follow-up visit, Ms. Miramon reported, “I don’t have crying spells anymore” and “I am much more at peace.”

The Delaware Palliative care team was with Ms. Miramon every step of the way during her cancer diagnosis. Whether it’s assisting with referrals for therapies, providing resources and education, or symptom management, our team is here to help you and your family.

Delaware Palliative cared for 279 Patients

AGE OF PATIENTS

- 18–64: 19.6%
- 65–74: 14.9%
- 75+: 65.5%
Delaware Transitions

Delaware Transitions’ unique level of support helps people wherever they are in their treatment or disease process, including individuals who are hopeful for a cure and are receiving curative treatment. Services are non-medical in nature and focus on: accessing resources and support, navigating the healthcare system, reducing stress, and improving your quality of life.

“As a person in my late 90s, I am so grateful for the Transitions program and the wonderful people that come along with it. They are truly angels on earth. Getting check-in phone calls and having volunteers to help with my errands allows me to keep going.”

— B.H.

“My 82-year-old mom suffers from late-stage dementia and came to live with my husband and I, three years ago. Marcella, the Delaware Transitions Coordinator, has been invaluable in not only coordinating a volunteer so my husband and I could have our first real date in years, but she also calls weekly to sincerely inquire about how we are all doing. She has gently consoled my heart through some of the more difficult moments of striving to be a good caregiver.”

— Sharon, daughter and caregiver of a Delaware Transitions client
All of Delaware Hospice’s programs focus on each individual’s unique needs and on meeting their life goals. Thanks to you, we’re able to provide children with the specialized care they need as well. This care comes through Katybug, our pediatric hospice/palliative care program. Our Katybug program allows us to improve the quality of life for children and their families.

With Katybug:

- Children can be cared for at home with less disruption to their world.
- Expert care team brings specialized knowledge, and support with them to the child’s home.
- Care team is available 24/7 — reducing the need for late-night trips to the emergency room.
- The Delaware Hospice Center can provide a home-like alternative to hospital care should symptoms escalate.
Honoring Choices

Founded by Delaware Hospice in 2017, Honoring Choices® Delaware’s focus is to help people make informed decisions about end-of-life care that reflects their values and honors their dignity.

Over the past year, Honoring Choices® Delaware has been out in the community helping people navigate the difficult conversation of advance care planning through workshops like Get Your Ducks in a Row. During the workshop, attendees participate in an activity called Your Farewelling 5. Farewelling 5 includes 5 things you want at your memorial service. This activity is a powerful, yet simple way for attendees to share their wishes with family and friends. Honoring Choices® is also focused on forming local and national relationships to help bridge the gap between the community and medical professionals regarding advance healthcare directives.

“Thank you so much for offering this workshop. I was so afraid to start this process. You made it much easier!!”

— Workshop Attendee

To learn more about the Honoring Choices® Delaware program, visit honoringchoicesde.org
Bereavement

Feeling better, one day at a time, Delaware Hospice Bereavement provides adults who lost a loved one in our program, 13 months of grief support, at no cost. The program offers 120 support options including, monthly groups, workshops, and social gatherings each year. Lunch Bunch conversations, Book Club, virtual and in person grief support sessions, and Next Step Dinners were appreciated by family members at all stages of their healing process.
New Hope Hosted

2 Camps
2 Workshops

New Hope

Eight-year-old Baylie first met one of our New Hope counselors at the Delaware Hospice Center where her grandfather was receiving care. As the counselor prepared to meet Baylie and her cousin Angela, their grandfather passed. Equipped with Huggems (the New Hope Bear), the counselor greeted the children and asked them if they wanted to find a space where they could talk. This first talk turned into home visits before the COVID-19 pandemic hit. Due to the pandemic, Baylie and her brother, Chad, engaged in the New Hope program virtually.

While grief check-ins were still being used by the family, Baylie and Chad experienced another loss – their grandmother died of COVID while hospitalized in New York. Though their grandmother was not a patient of Delaware Hospice, the New Hope counselor was still able to help Baylie and Chad process their grief.

Baylie and Chad were also able to attend Camp New Hope. They said, “Their favorite parts of Camp New Hope were making crafts about their loved ones, and meeting others that have lost a loved one too.”
Volunteers
Celebrating 20 years or more of service:
Lauren Robelen (25 years)
June Myers (25 years)
Cynthia Clare (20 years)
Susan Ferenbach (20 years)
Steve Ladin (20 years)
Bill Lybarger (20 years)
Pat Duchesne (20 years)

“I primarily provide patient/family support through weekly check-in calls to assess needs, and any opportunity to improve care and services. As a nurse we spend our career caring for and/or teaching others to provide care, volunteering is an avenue to continue that philosophy. It gives meaning and purpose to those extra hours we have, especially during retirement. It’s about doing for others, especially at a time when they are most vulnerable and in need. I am most thankful for this opportunity to be a part of Delaware Hospice!”

— Connie Bushey, volunteer for 5 years

$160,000 Cost Savings
8,534 Total Hours Volunteered
333 Total Volunteers

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Financial Performance

Thank you to donors, supporters, advocates, and volunteers like you who help us minimize expenses and fill coverage gaps. Because of you, we never had to turn patients away for an inability to pay. Your generosity provided an immeasurable gift to people in need of care and comfort.

Donations — no matter the size — make a big impact and help us provide several of our programs and services at no cost. 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 worth so much more than any dollar amount, and your estate may benefit from tax savings.

To give to Delaware Hospice, visit delawarehospice.org. For questions or to discuss a planned gift, contact Peggy Dolby, Regional Director of Development, at 302-856-7717 or email pdolby@delawarehospice.org.

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<tr>
<th>Revenue Type</th>
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<td>Medicare</td>
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<tr>
<td>Fundraising</td>
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<tr>
<td>Commercial Insurance</td>
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<tr>
<td>Medicaid</td>
<td>2.2%</td>
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Total Revenue $26,779,000
Total Expenses $26,908,000
Newark Office
16 Polly Drummond Center, 2nd Floor
Newark, DE 19711

Dover Office
911 S. DuPont Highway
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