

The background of the entire page is a close-up photograph of several tall, green stems of a plant, likely a species of Verbena. Each stem is topped with a dense, elongated spike of small, white, tubular flowers. The flowers are in various stages of bloom, with some appearing as bright white and others as green buds. The background is softly blurred, creating a sense of depth and focus on the foreground flowers.

annual report
2022

Hospice of Southern Maine

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Dear Friends,

It is our pleasure to share with you our highlights and financial overview from 2022.

One of our most exciting achievements of 2022 was receiving the Hospice Honors Elite Award. Out of the nearly 5,000 hospices in the United States, Hospice of Southern Maine was proud to be one of just 61 hospices to receive this award by HEALTHCAREfirst, and the only hospice in Maine to receive the award. To receive this elite status, hospices must rank above HEALTHCAREfirst's benchmarks on each of 24 quality measures on provider surveys. This prestigious annual review recognizes hospices that continuously provide the highest level of quality as measured from the caregiver's point of view. All of us at HSM are exceptionally proud of this accomplishment.

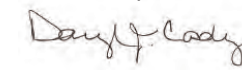
At HSM, we strive for excellence in all that we do. We also show up with big hearts. 2022 was unique in that our patients ranged in age from 2 days to 109 years old. Our philosophy of care was expanded to include more medically complex patients, including children. With support from Maine Medical Center's Pediatric Post-Anesthesia Care Unit (PACU), we cared for our first pediatric patient in May and three more during the year. In total last year, we cared for more than 1,800 patients and their families. By the end of December 2022, that translated to approximately 240 patients per day—an 11% increase over the start of the year.

Amidst the highlights were also challenges. Last year was fiscally challenging for the agency. Due to the impact of general inflation, including wage inflation, other healthcare costs, and mixed referral patterns, Hospice of Southern Maine ended the year with a loss. Thankfully, due to careful management of past reserves, we were able to absorb the loss. We continue to monitor our expenses and overhead closely, although inflation continues to be a challenge. This year, we are confident we will return to profitability, and I am pleased to report that 2023 is already off to a healthy start.

None of this, however, would have been possible without the incredible generosity and steadfast commitment of our supporters, dedicated employees and volunteers. Your investment in our mission helps ensure our essential hospice care continues, including grief services at no cost to anyone in the community. It remains our privilege to care for our patients and their families, every step of the way, every day.

What an impact we make—together. Thank you.

Sincerely,



Daryl Cady
Chief Executive Officer



Melanie Feinberg
Board Chair



Finance Report

Hospice of Southern Maine (HSM) has so much to be grateful for during this difficult time. Even in an environment where rising costs are outpacing our reimbursement levels, we were able to care for 4% more patients and their families on an average daily basis and the total number of patients served was over 1,800. Care was performed wherever a patient calls home or at the Gosnell Memorial Hospice House with the highest quality, care, and compassion. We provide services to those patients regardless of their ability to pay or the cost of their care. In 2022 alone, we provided uncompensated care totaling over \$200,000.

General inflation, including wage inflation and increased healthcare costs, employee recruitment and retention, and economic volatility continue to be some of the many challenges that we face now, which also led us to experience our first operating loss in 2022. Due to the reinvestment of past positive margins back into our agency, employees, and patients, we were able to remain financially sustainable. We will continue to adjust as we always have and return to profitability.

Thank you to our staff, volunteers, Board of Directors, and community supporters for everything you do and your continued support. We cannot do it without you and your help is more important than ever.

Respectfully,



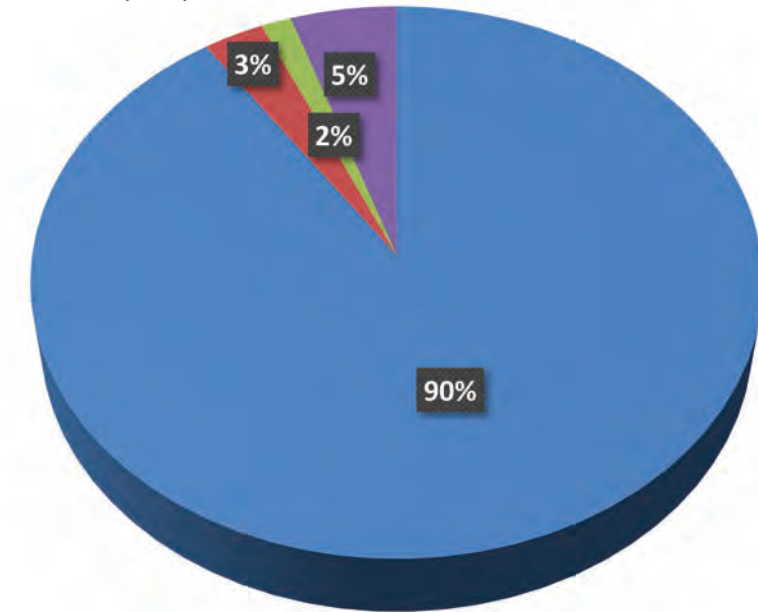
Nick Paquette, CPA
Finance & Healthcare
Operations Director



Revenue & Support

Medicare and Insurance (net)	\$16,879,018
Provider Relief Funding	\$550,201
Net Assets Released from Restriction	\$274,896
Contributions, Bequests, and Grants	\$961,952
Investment and Other Income	\$(273,060)
Total Revenue and Support	\$18,393,007

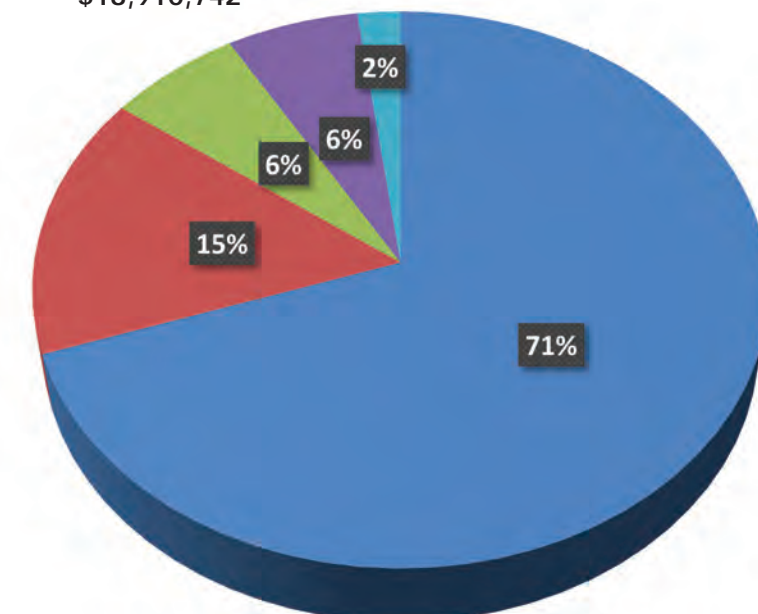
- Net Patient Service Revenue
- Provider Relief Funding
- Net Assets Released from Restriction
- Unrestricted Contributions



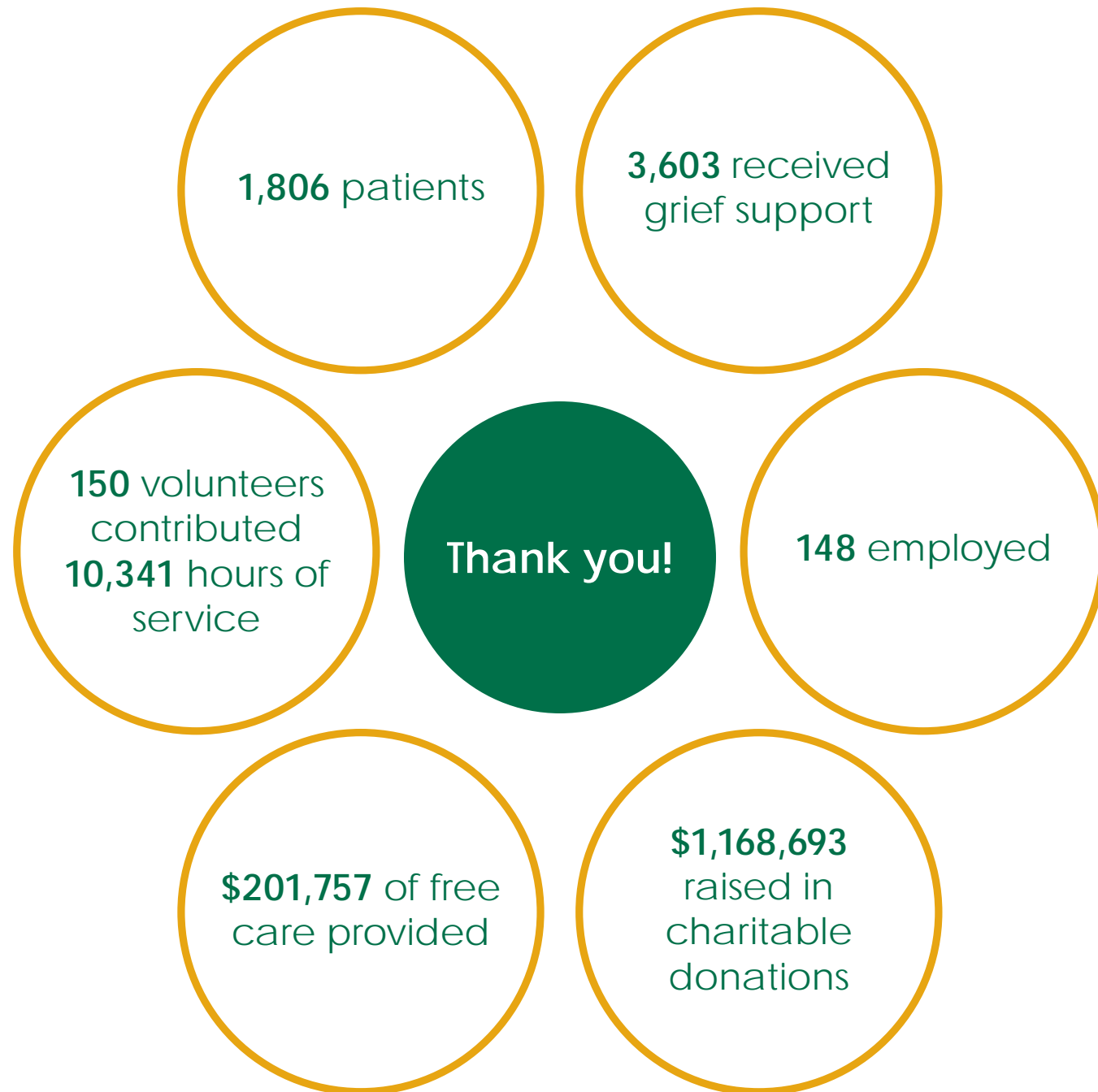
Operating Expenses

Salaries, Benefits & Contract Labor	\$13,195,050
Patient Related Supplies & Services	\$2,896,057
Occupancy	\$1,220,908
Other Supplies & Services	\$1,205,296
Fundraising	\$393,431
Total Operating Expense	\$18,910,742

- Salaries, Benefits & Contract Labor
- Patient Related Supplies & Services
- Occupancy
- Other Supplies & Services
- Fundraising



In 2022 Your Giving Made an Impact



Don Campbell Band Raises More than \$11,000 for Hospice of Southern Maine

On December 18th, the Don Campbell Band played a heartwarming holiday concert at Scarborough High School with the aim to raise funds and support Hospice of Southern Maine. Through the Band's own efforts on a GoFundMe page, they raised more than \$11,000 to support the care providers and employees at Hospice of Southern Maine. Their generous support and soulful music created a delightful musical experience and raised awareness of our work and mission during the holiday season. Our sincere appreciation to Don and his Band for their thoughtful support.

Interested in doing a personal fundraiser on our behalf? Hospice of Southern Maine has been the thankful recipient of many Facebook, GoFundMe and benefit events. We welcome your involvement and are happy to assist you however we can. Please reach out to give@hospiceofsouthernmaine.org for more information. Thank you.

The Don Campbell Band
photo by Stewart Smith



Pictured left to right:
Heidi Farber, Development and Marketing Director,
Daryl J. Cady, Chief Executive Officer,
Don Campbell,
Kristen DeQuattro

New Faces in Bereavement

Hospice of Southern Maine recognizes that the journey of grief extends beyond the loss of a loved one. With a deep understanding of the profound impact of bereavement, we offer a range of services to support individuals and families during this difficult time. Specially trained bereavement counselors offer one-on-one counseling, support groups and educational programs to provide comfort, guidance, and tools for coping with grief. As part of our mission to serve the entire community, we offer bereavement services—at no cost—to anyone who has experienced the death of a loved one, regardless of whether they received care from Hospice of Southern Maine. In 2022, more than 3,603 individuals received bereavement support in some form with 14 support groups and six education events including our “Ask the Experts” webinars.

In 2022, we welcomed a new team in this department—**Kelly Blanchette**, Bereavement Services Manager & End of Life Educator, and **Taylor Watts-Hall** and **Maria McCann**, Bereavement Counselors.

Our bereavement team provides compassionate guidance, helping individuals develop coping strategies, build resilience, and move toward healing. HSM's bereavement services are designed to meet the unique needs of each individual, including factors such as cultural background, age, and relationship to the deceased. We offer a safe and nurturing space for individuals to share their experiences, express their emotions, and find solace in the company of others who are also grieving.

Please reach out to our Bereavement Department at (207) 289-3640 if we can be of assistance or visit our website for additional information.

Top: Kelly Blanchette
Bottom Left to Right:
Maria McCann and
Taylor Watts-Hall



Honors Elite Award – Everyone Makes a Difference!

In 2022, we were incredibly proud to be one of only 61 hospice organizations in the country - and the only hospice in Maine - to be awarded the rating of Hospice Honors Elite by HEALTHCAREfirst. This honor is especially meaningful to us because it is based entirely on survey feedback from the caregiver's point of view. A caregiver can be a family member or friend.

What does receiving this award mean?

Hospice Honors Elite chooses the highest performing agencies based on scores from the caregiver survey results. There are approximately 50 questions on topics such as communication with the family, help for pain and symptoms, treating the patient with respect, training the family to care for the patient, the level of

emotional and spiritual support provided, their willingness to recommend that hospice, and also an overall rating of the hospice agency. Agencies must meet or exceed national benchmarks for these measures to qualify. Hospice of Southern Maine went beyond this by exceeding the national benchmarks in all 24 care quality measures.

This award is a direct result of the exemplary care, support, and service that each and every one of our employees provides to our patients and families every day. Whether it was a patient's experience with the first person who answered the phone, the nurse who admitted them, the hospice aide who bathed and dressed them, the volunteer who visited for companionship, the employee who answered their Medicare billing questions, or the grief counselor who comforted their family left behind, every employee at Hospice of Southern Maine can make a difference in a patient's and family's experience.

Hospice of Southern Maine has a deep commitment to enhancing quality of life and promoting comfort while meeting the unique needs of each patient and their family. This award inspires our doctors, nurse practitioners, nurses, hospice aides, social workers, chaplains, grief counselors, volunteers, and administrative support team to continue doing the important work we do every day.

“ To those of us who are in grief or who will be, which is all of us, I can only say one thing which is let it change you.

Let it transform you. Let it happen to you. Let it erode you. Let it break you down and let it shape you the way ocean waves change the face of rock.

Let it transform you into something totally different.

You will not be the same person at the end of the experience as you were at the beginning of it. Nor should you be.”

Elizabeth Gilbert, American journalist and author, Guest Speaker at *Thresholds 2022*





Volunteer
Appreciation
Night
October 2022
Black Point Inn

2022 VOLUNTEER IMPACT

150 Volunteers

202 Pet Therapy Hours

85 Quilting Hours

687 Hours of Reiki visits

65 Hours of Live Music through our HeartStrings Program

458 Hours of Administrative Support

Total Value of Donated Time: \$240,392!

Thank you, Volunteers!

Did you know that Medicare requires hospice agencies to use volunteers for at least 5% of their direct care?

Volunteers are valued members of the hospice interdisciplinary teams and are considered the heart of our hospice care. We currently have approximately 150 active volunteers who do a variety of interesting things in addition to patient care. We offer many kinds of opportunities, depending on the individual volunteer's interests and time commitments. For those interested in working directly with patients, Hospice of Southern Maine offers a comprehensive 30-hour training course three times each year. Direct care trained volunteers are asked to make a commitment of up to 4 hours per week for a minimum of one year. Many volunteers provide non-medical aid and support to patients and their families, including companionship visits and helping with light household tasks. Volunteers with specific skills are also needed to help with niche areas, such as Gosnell House kitchen support, patient hair cuts, therapy dog visits (PawPrints), music (HeartStrings), and Reiki. There are also general administrative volunteer needs such as assistance with mailings, answering phones, collating admission packets, and helping out at fundraising and other special events.

If you are interested in learning more about becoming a HSM volunteer, we'd love to hear from you.

For more information or to apply, please contact
Hospice of Southern Maine Volunteer Services at
hospiceofsouthernmaine.org/volunteering
or call (207) 289-3640.

Recognizing Sarah Liziewski

Sarah Liziewski was awarded the Home Care & Hospice Alliance 2022 Volunteer of the Year Award and also Hospice of Southern Maine's 2022 Agnes Flaherty Distinguished Service Award. She was recognized at HSM's annual Volunteer Appreciation Dinner at the Black Point Inn. We deeply appreciate Sarah's many contributions to HSM, especially her involvement with our patients and families, the PawPrints therapy program with her dogs Piper and Nell, and our many events. Congratulations to Sarah on this well-deserved recognition.



Pictured left to right: Barbara Price, Volunteer Coordinator; Sarah Liziewski; Kathy Leddy, Volunteer Services Manager; Andrea Krasker Gavin, Volunteer Administrative Assistant.

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Looking Back at 2022



Top: a dedicated brick from the annual Trail of Memories event

Right: Thresholds Conference Keynote Speakers

Bottom: 3rd annual Hike for Hospice event on the Eastern Trail



"It's that the single most important thing that you can give to a dying person is agency and autonomy. Never in a person's life is it more critical and more important that they get to be who they are, how they want to be, than in the last moments of their experience here on earth... Everybody should have the right to die the way they want to die."



"For me, exploring those feelings through art was very helpful to figure out what I was feeling and what I wanted to communicate to other people who couldn't quite understand what I was going through."



Top: Twilight in the Park

Left: Barbara Drucker (right) donated this beautiful quilt to Gosnell Memorial Hospice House.



Bottom Left: a wedding at Gosnell Memorial Hospice House.

Bottom Right: HSM Annual Meeting featuring Dr. Nirav D. Shah




Hospice of Southern Maine Annual Meeting

featuring
Dr. Nirav D. Shah
 Director of Maine CDC & Pope Award Recipient



keynote address:
STATE OF HEALTH IN MAINE





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