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Dear Friends,

After a challenging year in 2022, we made a commitment to rebound operationally and financially in 2023. Among the many highlights from 2023 that you'll read about in this report, we are very pleased to have provided exceptional care for more patients (1,962) while maintaining high quality scores on the public Care Compare website and ending the year with strong financial results. This is what every nonprofit hopes for, and with your help, we were able to achieve.

Another significant change in 2023 was our transition to a medical team of 100% Hospice and Palliative Medicine board-certified physicians. Hospice and Palliative Medicine became a recognized medical specialty in 2008. The growing number HPM-certified physicians in southern Maine over the past 15 years has allowed us to transition this year to a team of nine physicians who not only have diverse practice experience (Emergency Medicine, Surgery, Anesthesia, etc.) but are also certified in Hospice and Palliative Medicine. This change, combined with increasing our Medical Director, Dr. Fernando Moreno, to full time M-F and bringing back Dr. Mary Becker as Associate Medical Director, helps set Hospice of Southern Maine apart even more clearly as the leaders in end-of-life care.

With this change came some departures. Over the past 20 years, we have been fortunate to have worked with many dedicated, compassionate community physicians who provided rotating 24/7 coverage for our patients. I want to personally thank each and every one of these individuals as we would not be where we are today without your knowledge and high-quality care.

Because of the increased interest in hospice by medical professionals, rotations in Hospice and Palliative Medicine have gained in popularity among both medical students and resident physicians over recent years. While such experiences were almost nonexistent a decade ago, they are increasingly sought after. As a leader in the community, HSM is often approached about education opportunities, and in 2023 we opened Gosnell to more frequent teaching opportunities. During the year, we hosted nurses from York Hospital, second year doctor of osteopathic medicine students at the University of New England, and Family Medicine Residents from Maine Medical Center. We are very excited to see that MMC is now offering elective opportunities to their Family Medicine Residents to improve skills and knowledge around end-of-life communication, pain and symptom management, the interdisciplinary team approach, and advocacy for patients needing hospice.

We are thrilled to be a catalyst for change toward improving end-of-life care for everyone in our community. Thank you for your support and partnership in this journey.

Daryl J. Cady

Chief Executive Officer

Dany Cody

Melanie Feinberg Board Chair





2023 Financial Report

In the year 2023, Hospice of Southern Maine (HSM) exceeded our financial goals by not only ending the year with a surplus, but also maintaining operating expenses within 3% of the initial budgeted figure. During the year, we also experienced an increase in net operating revenues by 13% as compared to the prior year. In addition to revenues, we also increased our program-wide average daily census figure by 33 patients.

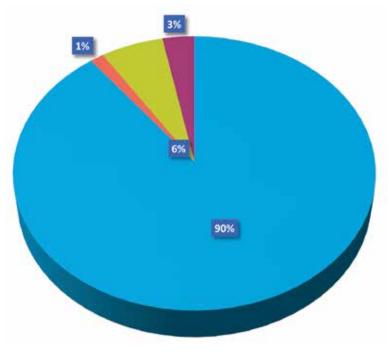
Outside of financial performance, we were also able to become fully staffed at Gosnell Memorial Hospice House and complete various structural improvements related to the sustainability campaign. Some of the installations completed included a new air conditioning system and improved lighting, both of which directly impact our patients' and families' comfort. The community support we received last year was monumental in achieving what we have in such a short time.

As you might be aware, the healthcare industry experienced extreme setbacks due to the COVID-19 pandemic, and these effects have been noted through the previous year. HSM has adapted and overcome market changes by maintaining conservative approaches to complicated circumstances. Pandemic-related programs that the state of Maine offered, such as the THRIVE program, have been a structural component in continued operations.

In the end, I would like to thank our staff, volunteers, Board of Directors, and community members for their continued support of the agency. I look forward to the achievements we will experience this year.

Respectfully,

Jamie Cyr Finance Manager

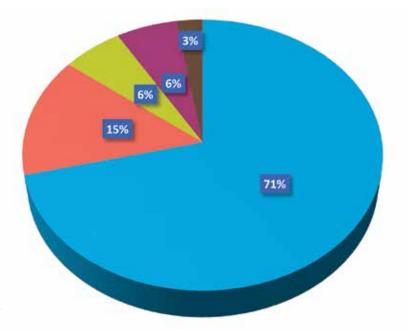


Revenue & Support

Medicare and Insurance (net) Net Assets Released from Restriction Contributions, Bequests, and Grants Investment and Other Income

Total Revenue and Support

\$19,552,494 \$291,738 \$1,335,267 \$678,054 **\$21,857,553** Net Patient Service Revenue
 Net Assets Released from Restriction
 Unrestricted Contributions
 Investments and Other Income



Operating Expenses

Salaries, Benefits & Contract Labor Patient Related Supplies & Services Occupancy Other Supplies & Services Fundraising **Total Operating Expense** \$14,394,511 \$ 2,899,738 \$1,205,785 \$1,212,944 \$ 518,530 **\$20,231,508**

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

Looking Back to Look Forward





2004

The first Hospice of Southern Maine logo debuted in 2004—shortly after Hope Garden of York County and Horizon House of Cumberland County merged to form our hospice agency. Looking back at the logo, it's not hard to see how the original designer focused on concepts of "hope" and "horizon." The icon presents a landscape scene where a meandering path fades off into the distance while rolling hills meet a setting sun. Graphically, it's an interesting combination of early twenty-first century digital imagery (note the gradients and drop shadow) with a traditional serif typeface (Garamond) applied in all capital letters.

2011

But as all organizations and their visual identity evolve, so too did Hospice of Southern Maine. A new logo was introduced in 2011. Elements of the original logo can be seen in the word "Hospice"—the continued use of pine green and old style typeface (updated to the serif face Minion Pro). As a visual contrast, "of Southern Maine" was now applied in a modern, sans-serif typeface (Gill Sans) and in a golden brown. The icon became the wings of a butterfly. In the field of hospice care, the butterfly has long been a visual metaphor reminding the viewer of the changing stages of life.

icon development





Home Hospice & Gosnell Memorial Hospice House

2024

Now as Hospice of Southern Maine begins its third decade of serving our community, we are marking this moment with a new logo (developed throughout 2023). The new colors lean heavily on the bold color system of our beloved Hike for Hospice annual event. To better help our community understand we deliver home hospice care and inpatient hospice care, we've included "Home Hospice & Gosnell Memorial Hospice House" in the logo.

Typographically, we are utilizing Expo Sans™ Pro. This is a beautiful typeface whose forms feel both kind and dependable. The fact that it was designed by local and internationally renowned type designer Mark Jamra was an added delight.

And at the heart of this new system is a sunray/ flower petal icon whose form abstractly represents our interdisciplinary team approach. In our hospice care, eight areas come together to serve our patients and their families with utmost compassion and expertise, and these are: physicians, nurse practitioners, registered nurses, hospice aides, social workers, chaplains, grief counselors, and volunteers. For us at Hospice of Southern Maine, it is a constant reminder that the foundation of our non-profit agency is our interdisciplinary care for our community. Together we focus on the patient and their family while providing them with compassion, care, and comfort.



new interior signage at 390 Route One

Caring for Our Community

When people hear the word grief, imagery of tears and sadness, loss and devastation often come to mind. Grief is a universal human experience; it happens to every person at some point. Yet grief can look and feel different for everyone, and involves far more than just emotions.

At Hospice of Southern Maine, our focus is generally on loss due to illness and death, but the loss of any person, place, thing, or situation involving attachment can trigger grief. Oftentimes, grief begins long before a person dies. A new diagnosis or change in prognosis can bring grief, as can watching a loved one lose favorite activities or skills. There are many losses along the way to death, each bringing its own grief.

Many people wonder what normal grief looks like. People tend to be familiar with the emotional side of grief, which includes sadness, anger, frustration, despair, yearning, guilt, regret, apathy, and more. Grief can also cause cognitive effects. It is normal to have trouble remembering things, slow processing, and difficulty focusing, as well as anxiety, nightmares, and searching for meaning. The body can show signs of grief as well, exhibiting aches and pains, nausea, tightness in the throat, changes in appetite and sleep,

These feelings are not comfortable and often leave people questioning if they will ever feel normal again. Grief has no timeline, no set checklist of stages, no steps to "get better." It is a

process that takes time and patience.

among other things.

While grief is a normal human experience, some people do benefit from extra support. Hospice of Southern Maine provides grief support free of charge to people of all ages in the community, offering both individual counseling and support groups, in-person, by phone, or via Zoom. To learn more about HSM's bereavement program, please call 207-289-3640 or visit our website, hospiceofsouthernmaine.org.

Respectfully,

Kelly Blanchette

Kelly Blanchette, CT, CCLS Bereavement Services Manager **3,292**individuals received grief support in 2023

47
group sessions
took place
in 2023



The Impact of Volunteer Work

Hospice of Southern Maine supports patients and their loved ones in many ways, including companionship, care, and practical help from volunteers. In addition to 181 human volunteers that donated their time and skills in 2023, there were many therapy animals in the PawPrints Program who made regular visits to Gosnell and nursing homes throughout our service area. These dogs (and one cat!) are a welcomed distraction and can help reduce stress. Let us introduce you to some of our newer team members!

10,807 total volunteer hours donated in 2023

Here are Nellie G., Maxie, and Sylvie!







6.5% of overall patient care provided by volunteers in 2023

Volunteer Appreciation Night October 25, 2023 Black Point Inn



Community Events

Trail of Memories

Saturday, June 17, 2023



Hike for Hospice Saturday, October 14, 2023





Thresholds Conference

Tuesday, May 23, 2023





L to R: Helen Bauer, Daryl Cady, Martha Jo Atkins

Twilight in the Park

Saturday, September 23, 2023



Caring for People and the Planet

Gosnell Sustainability Campaign

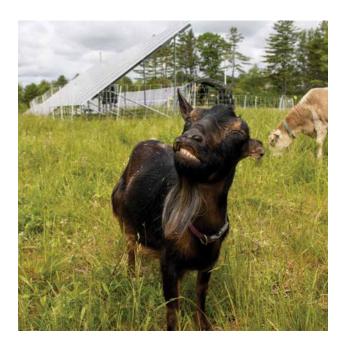
To continue our commitment to environmental sustainability, last year we upgraded Gosnell Memorial Hospice House's 15-year-old heating and air conditioning system with new, eco-friendly utilities. We also made other energy-efficient improvements including new exterior and interior LED lighting, roof insulation, a high-efficiency boiler, and door and window weather stripping.

These significant improvements not only enhance the comfort of our patients, families, and employees, but also decrease our carbon footprint and reduce Gosnell's utility bills by 74%. This project cost totaled \$530,156 and would not have been possible without the very generous support of Annette Gosnell, The D. Suzi Osher Foundation Trust, The Lennox Foundation, Saco & Biddeford Savings Charitable Foundation, Davis Family Foundation, M&T Charitable Foundation, Sam L. Cohen Foundation, the Roman Catholic Diocese of Portland, and three employees-Daryl J. Cady (CEO), Linda **Davis**, and **Heidi Farber**. Every dollar saved has been reinvested into patient care and services for families, marking a notable success for our agency, those we serve, and the environment. We are continuously inspired and deeply grateful for the generosity of supporters like these that make extraordinary strides forward like this possible.



Solar Panels... and Goats!

Did you know that using traditional lawnmowers around our solar panels can kick up stones and potentially damage the expensive panels? When the grass around our huge solar array got wicked long last summer, Hospice of Southern Maine opted for a unique, more eco-friendly solution -goats! Goats not only enjoy consuming woody brush and poison ivy but also contribute to a range of positive environmental impacts. Cocoa and Cinnamon (pictured below), Katahdin sheep native to Maine, and their herd mates were enlisted for the task. Having them onsite for a few weeks was a nice alternative to the noise and air pollution normally associated with machinery. Their grazing also supported the growth of native plants, reduced hiding places for rodents and ticks, raised awareness about conservation, and provided hours of delight for employees, bereavement clients, and visitors to our main office at 390 US Route One in Scarborough.



Outreach & Education

Ask The Experts Webinar Series

In its second full year of programming, our free Ask the Experts webinar series continued to educate the community on topics pertinent to end of life and hospice care. In response to requests from previous sessions' attendees, presentations included: Advance Care Planning, Alzheimer's and Dementia, and a months-long series of drop-in, unrecorded "Let's Talk About Hospice" webinars. We were also fortunate to have another in-depth conversation with End-of-Life Educator Barbara Karnes, the author of Gone From My Sight, who answered questions directly from our attendees.

As well as the free live community sessions, we make our session recordings available on our website www.askhospiceexperts.org, which more than doubled the reach of our sessions this year.

The recorded webinar *Pain and Symptom Management at End of Life* with Jason C.
Libby, Nurse Practitioner Manager at Hospice of Southern Maine, is now approved for 1
Continuing Medical Education (CME) credit for healthcare professionals, including physicians, nurse practitioners, social workers, nurses, and physician assistants. Over 100 people have taken advantage of this educational course to date!

Beam Me Up Scotty: Using VR to Create Joy and Connection

Last year, Hospice of Southern Maine introduced a groundbreaking virtual reality tool that significantly enhanced patient care. Our latest addition is a state-of-the-art virtual reality program called Rendever, featuring a lightweight headset and 3D video experience that transports



people into another world. There are thousands of things to explore, from travel across the world (maybe visiting your childhood home?) to bucket list adventures (think: swimming with dolphins), helping those at the end of life engage with the world in ways they no longer thought possible.

Rendever is backed in research, meaning the experience is incredibly powerful and realistic, particularly for older adults experiencing cognitive decline, impaired vision, or mobility restrictions. Engaging in these experiences alongside a friend or relative using the second headset can foster meaningful conversations and shared memories. Hospice of Southern Maine's Community Liaisons have been guiding people through these immersive experiences, bringing profound joy to patients and their loved ones.

CNA & RN Tuition Reimbursement Program

As the demand for hospice care in Maine increased, Hospice of Southern Maine recognized the need to expand its services. With the generous support of The Betterment Fund, we proudly introduced a comprehensive initiative to address this need. A tuition reimbursement program is now solidly in place to empower individuals interested in becoming a Certified Nursing Assistant and joining others who make a difference at Hospice of Southern Maine.

To further bolster our care team, this program extended its benefits to current employees who are CNAs wishing to obtain their Registered Nurse (RN) license. This invaluable opportunity helps us not only meet the increasing demand for hospice care, but also fosters career growth and advancement within the agency. This initiative reflects our commitment to excellence and our dedication to creating meaningful career pathways for those passionate about making a difference in healthcare.

Dr. Gaylen Johnson Wing At Gosnell

As a poignant tribute to their father, **Steve**, **Becky**, **Wayne**, and **Nathan Johnson** dedicated the East Wing at Gosnell Memorial Hospice House in his memory. We are grateful for their generous support, and inspired by the family's love and devotion to one another. Dr. Johnson retired from his general surgery private practice in Brunswick after 32 years, but remained active in board work, public health lectures, consultation, mission trips, and his beloved hobbies of reading, canoeing, and enjoying the outdoors.



Opening Our Doors Even Wider

Our services support everyone in our community: insured or uninsured, housed or unhoused, English speakers or non-native speakers. Our new multilingual resources provide education about hospice services in six languages to help make our care accessible to anyone who needs it. If you know a non-English speaking person or group who could benefit from hospice services, please share the information on our new website.

ما هو دار العجزة؟

Qu'est-ce que l'hospice?

Hospice ezali nini?

O que é hospício?

Waa maxay hospice?

¿Qué es un hospicio?

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