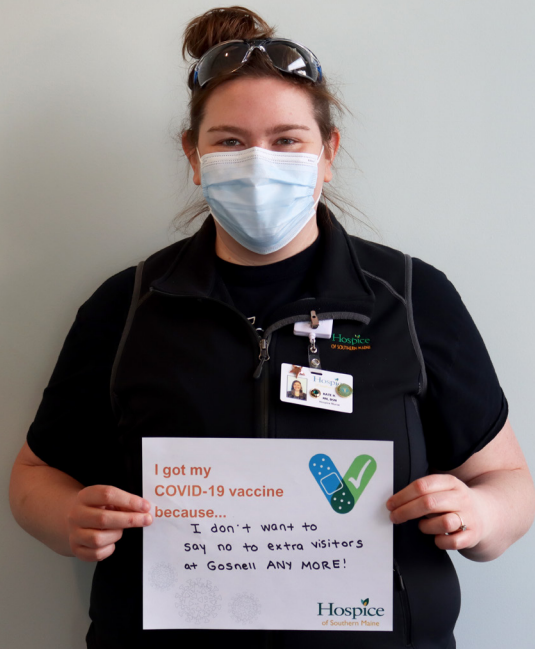


# Hospice

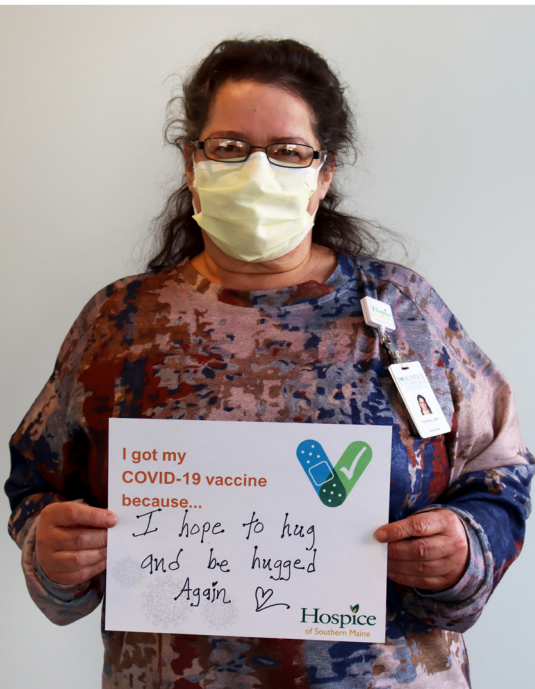
of Southern Maine

When each moment counts



# ANNUAL REPORT

# 2021



# With your support in 2021...

**1,900** patients were served

**4,287** individuals received grief support

**5.3%** of hospice care was completed by volunteers

**122** volunteers provided direct care

**7,151** volunteer hours were served

**\$167,108** provided in charity care

**153** individuals employed at HSM

**\$1,220,276** was raised to support high-quality end of life care

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# Board of Directors

Paul Wolf, *Chair*  
Community Member

Melanie Feinberg, *Vice Chair*  
Community Member

Heidi Hansen, *Secretary*  
Community Member

Chris Coon, *Treasurer*  
Maine Medical Center

Daryl J. Cady  
Chief Executive Officer  
*Ex Officio*

Fernando Moreno, MD  
Medical Director  
*Ex Officio*

Donna DeBlois\*  
MaineHealth Care at Home

Annette Gosnell  
Community Member  
*Honorary Director*

Mark Jones  
Saco & Biddeford Savings Institution

Laura Madigan-McCown  
Community Member

Edward J. McGeachey, *Past Chair\**  
Community Member

Frank McGinty  
Community Member

Patricia Weigel  
Norway Savings Bank

Nathan Wilson, MD  
Community Member

Mark Wrona, MD  
New England Cancer Specialists

\*deceased October 2021

## 2021 Senior Leadership

Daryl J. Cady  
Chief Executive Officer

Kyra Chamberlain  
Clinical Operations Director

Heidi Farber  
Development and Outreach Director

Stephanie Hutchins  
Human Resource Director

Michelle Malo  
Quality and Compliance Director

Fernando Moreno, MD  
Medical Director

Mary Pinto  
Finance Director

Stewart Steel  
IT Director



## Dear Friends,

In this year's report, you will see a recurring theme – stories of people who devoted themselves to careers of compassion. Even though we work in hospice, nothing quite prepared us for the devastating loss of two Board members and one employee. It was an honor and pleasure to know and work with Ed McGeachey, Donna DeBlois, and Marie Roy, and they are deeply missed.

In 2020, HSM dealt with the volatility of the COVID-19 pandemic and felt hopeful for a quieter new year. But as 2021 started, it seemed the challenge level would remain the same. In the spring, we launched a staff and volunteer Covid-19 vaccination clinic at our headquarters. Many of our employees felt grateful to be some of the first in Maine to receive the vaccination. For them it wasn't just a layer of safety, but also a beacon of hope that we would start finding our way back to a new normal. Although we are still navigating this pandemic, our employees have stayed resilient in an uncertain and constantly changing world. We are proud of how our staff sustained focus and high-quality care for our patients during this continuing public health crisis.

In 2021, we had the opportunity to reflect on the past eighteen years of Hospice of Southern Maine and its mission. When we opened Gosnell Memorial Hospice House in 2004, we started with a handful of dedicated, passionate employees learning and executing best care practices for a small number of patients. Last year we were able to care for 1,900 patients at both Gosnell Memorial Hospice House and at home. While the numbers of patients have changed, the passion of our staff has never wavered. That passion earned us the Hospice Honors award, an accolade presented to an organization providing the highest level of quality hospice care.

In this constant time of change, our team remains committed to fulfilling the southern Maine community's hospice care needs. Thank you for continuing to have faith in us during these unprecedented times.



  
Daryl J. Cady  
Chief Executive Officer



  
Paul Wolf  
Board Chair



# Caring for Our Community



**Ed McGeachey**  
1948 – 2021



**Donna DeBlois**  
1959 – 2021

## Donna DeBlois

A lifelong advocate for advancing at-home and end-of-life care, Donna DeBlois was dedicated to her career and her community. After earning multiple degrees, she became involved in an industry for which she cared deeply: home care and hospice. Donna was known for her energetic leadership, commitment to advancing health care in the home, and her innovative approaches to the delivery and administration of such care. Donna believed in supporting and mentoring future home care leaders, and she collaborated with and advocated on behalf of home care and hospice patients and providers, always with her positive spirit shining through. In 2021, Donna was jointly inducted into the Home Care and Hospice Hall of Fame and the Home Care and Hospice Financial Managers Hall of Fame in honor of her years of community service and compassion.

It was a pleasure to have Donna DeBlois serve as a member of the board at Hospice of Southern Maine and her presence will be greatly missed.

## Careers of Compassion

Ed McGeachey offered his community a lifetime of service...with a smile.

Born and raised in Portland, Maine, Ed's roots ran deep. After graduating with a master's degree in social work from Boston University he began a 42-year career that was dedicated to the health and well-being of his community. In 1976, Ed became CEO of Webber Hospital (what later became Southern Maine Health Care). Ed's leadership style was characterized by collaboration, collegiality, and respect. He had a steady hand, was highly effective, and recognized and acknowledged the value of all team members. Ed believed in knowing everyone by their first name and greeted everyone he met with a heartfelt smile.

In advancing hospice, Ed was an early leader in recognizing the need for improvement of end-of-life care in southern Maine and actively

supporting the development of hospice services. Ed joined the group that established Hospice of Southern Maine and played a critical role in the formation of the multiple partnerships that enabled the founding of this organization. For the past twenty years, he remained actively involved with Hospice of Southern Maine serving on committees and the board, including as Board Chair. He provided invaluable leadership for both the inpatient hospice facility campaign and the Hospice Center campaign.

In every role he held, including at HSM, Ed never failed to focus first on the patients, their families and quality of care. Because of his leadership and his humanitarian values, not only have we all benefited, but those in the future will as well as his legacy lives on. And for that, we are all humbly grateful, and honored to have had the opportunity to know and work with Ed McGeachey.





## A Career of Compassion

Mary Pinto

I write this note on the verge of my retirement from HSM. I was honored to be asked to participate with a group of interested community members seeking to improve hospice utilization in our state many years ago, and then to take a position as HSM's first Business Manager. It will be nearly 18 years by the time I retire, and I am grateful to have participated in the formation and management of what was to become a highly valued service to so many, and a unique place for the talented individuals in our company to do their important work. I have had the privilege of serving many Boards of Directors and Finance Committee members who selflessly volunteered their time to make HSM a reality.

Our community has shown sustained generosity that could not have been imagined 18 years ago as our fledgling organization stood itself up. With this support our "village" has since allowed us to care for more than 18,000 patients and their families. I am awed by the grace, courage, wisdom, and heart that surrounds me at work and I am thankful to have been a part of it.

## 2021 Financial Summary

I imagine most of us entered 2021 with a sense of cautious optimism as we learned about the rollout of the first vaccine to reduce the devastating Covid-19 spread. Our financial plan for the year was set in late fall 2020, prior to this incredible news, so it included assumptions that public health constraints would need to continue. We were conservative in our financial projections.

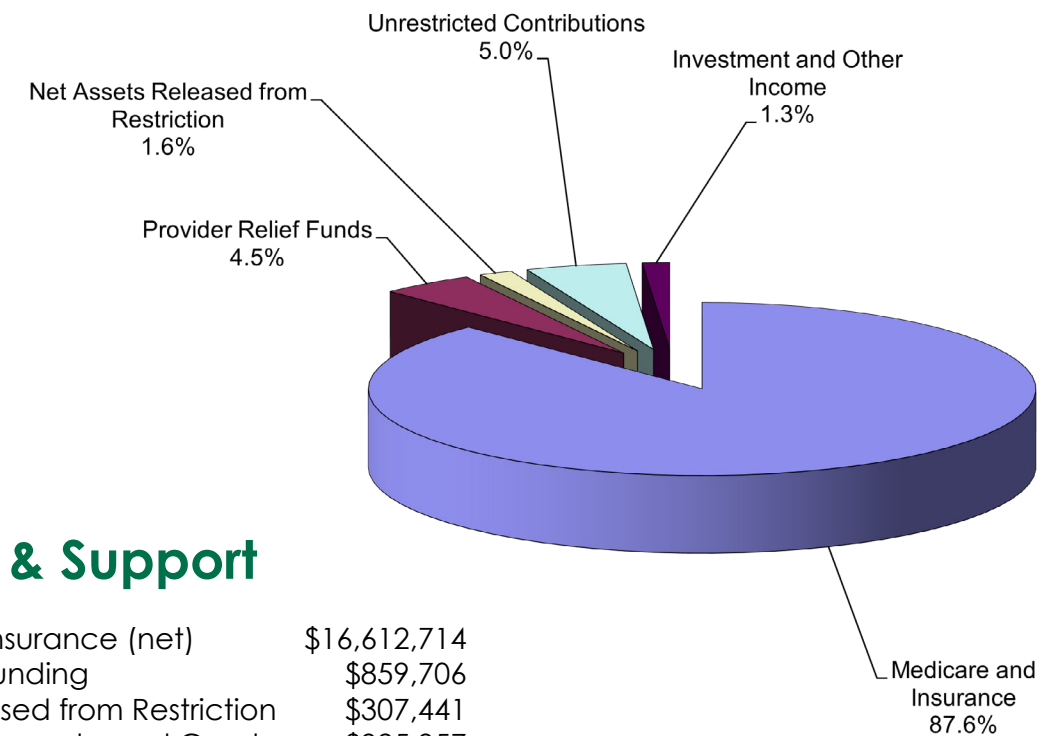
As it turned out, in 2021 our Home Program served more patients and families than ever before, while our Gosnell House met the needs of those needing acute care. It seemed that deferral of care for underlying disease during the prior year as individuals avoided the doctor's office, as well as the stress of the unprecedented events caused by the virus, had many turning

to the comfort of hospice at end of life. Our remarkable inter-disciplinary team of providers, now bolstered with the protections the vaccine provided, were able to meet the sudden growth in demand demonstrating extraordinary courage, drive, and flexibility. We are grateful to those patients and families, as well as their health care providers, for putting their trust in Hospice of Southern Maine (HSM) against the backdrop of the unpredictable pandemic.

In the end, our unexpected growth coupled with our ability to use Cares Act Provider Relief funds and the continued support from our charitable community, have allowed HSM to end the year in a strong financial position.

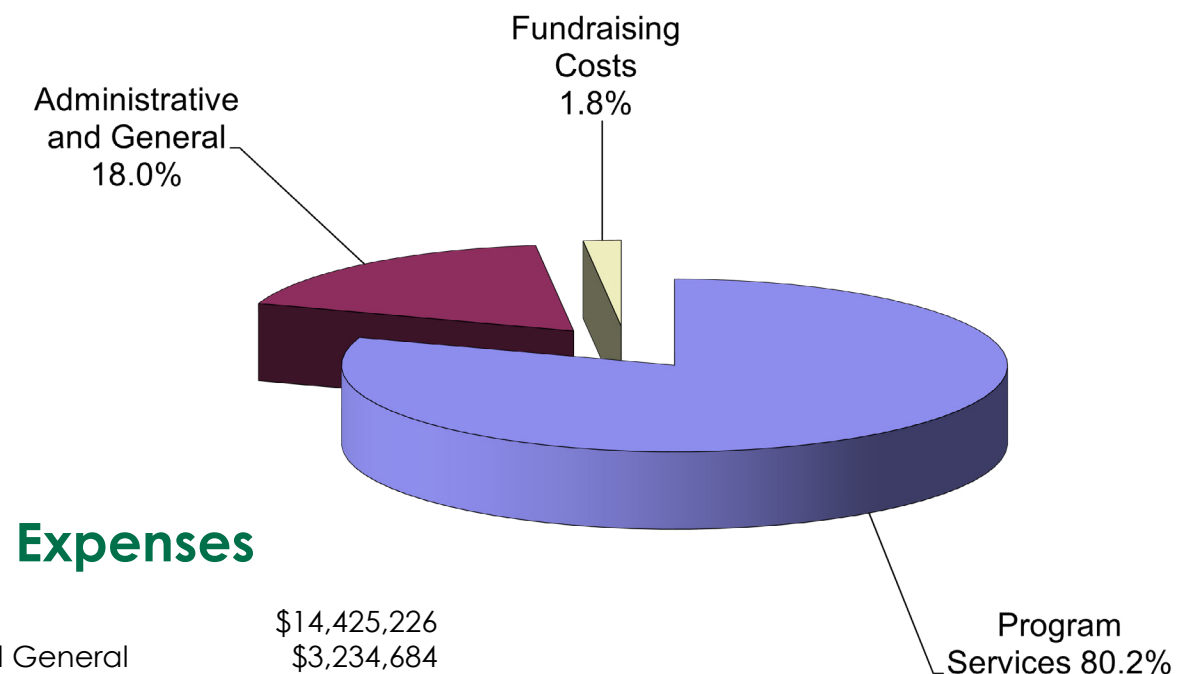
## Revenue & Support

Medicare and Insurance (net)	\$16,612,714
Provider Relief Funding	\$859,706
Net Assets Released from Restriction	\$307,441
Contributions, Bequests, and Grants	\$925,957
Investment and Other Income	\$249,007
<b>Total Revenue and Support</b>	<b>\$18,954,825</b>



## Operating Expenses

Program Services	\$14,425,226
Administrative and General	\$3,234,684
Fundraising	\$329,755
<b>Total Operating Expense</b>	<b>\$17,989,665</b>



**Excess of Revenue Over Expense**      **\$965,160**



# Friends of Hospice

When Moya Elliot's husband, Chuck, was diagnosed with end stage liver cancer his physician suggested they contact Hospice of Southern Maine (HSM). Moya expressed how amazing it was that everyone came together around Chuck and supported them with anything and everything they could possibly need. Around this same time, Moya received a call from her mom, Rosemary, who lived in North Conway. Rosemary's Melanoma was getting worse and she was being referred to Hospice of Southern Maine. So now, Moya was caring for both Chuck and her mom at home with the help of Hospice of Southern Maine. Moya says the experience could not have been more wonderful. All of the nurses and care team members were outstanding and made the end-of-life transition for everyone as smooth as possible.

Moya believes strongly in the mission of Hospice of Southern Maine and has since become a member of the Board of Directors. She wants everyone to know about their great work. Read on to learn more about what inspires her to be a donor.



Moya Elliot



Rosemary and Moya



Chuck Elliot

## What motivates you to continue to support Hospice of Southern Maine?

You all do such amazing things, you really work wonders and I want to make sure that everyone knows about hospice, understands what hospice is, and utilizes it when the time is right for them.

## How would you describe Hospice of Southern Maine and it's mission to a friend, or even a person you met on the street?

Hospice of Southern Maine is an amazing organization that helps those that are dying, their families, and loved ones in a beautiful, caring way both during and after the loved one is gone.

## What is something you know about our agency and would like to make sure everyone knows about?

I would want to make sure everyone knew about the bereavement services and that they are available to anyone. That's just amazing, and something that people should really take advantage of, especially after the loss of a loved one.

# Community Events



Marietta's Angel's Hike for Hospice Team



Biking for Hospice!



Our HeartStrings volunteer, Catherine



The Harbour Singers Hiking for Hospice



A heroic quilt donation to Gosnell



# 2021 Donor Listings

## Legacy Circle \$25,000 & Above

Anonymous  
Annette L. Gosnell\*  
Maine Community Foundation  
Dixie A. Petrarca  
Elmina B. Sewall Foundation

## Philanthropy Circle \$10,000 to \$24,999

Anonymous  
The Robert K. and Elizabeth H.  
Barton Charity Fund  
Benevity Community Impact  
Fund  
The Cabin Foundation  
Sam L. Cohen Foundation  
Doree Taylor Charitable  
Foundation  
Dan Emery  
Lisa Foley and Judith Steinhauer  
The Jackson Family  
Kathy and Jay Lowery  
Dick and Carolyn McGoldrick  
William Pride, Jr.  
Ann E. Spaulding  
Bill and Bonnie Stoloski  
Susanne Wedge

## Investors Circle \$5,000 to \$9,999

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Margaret E. Burnham Charitable  
Trust  
Joan M. Conroy  
Diversified Communications  
Patricia R. Field Estate  
Joan R. Fink  
The Eunice Frye Home  
Foundation  
Funeral Consumers Alliance of  
Maine  
Ruth-Anne H. Gibson and Dr. and  
Mrs. Mark Stockett  
Jim and Lynn Godbout  
Jim Godbout Plumbing & Heating,  
Inc.  
The William J.J. Gordon Family  
Foundation  
Shirley Griffin  
Peggy Hoff  
Home Care Specialists  
The Jeton Family  
Ann R. Koehler

MaineHealth  
Andrew and Elizabeth Mantis  
Family of Mary Jane McBrady  
Mr. and Mrs. Nelson Mead  
Narragansett Number One  
Foundation  
Norway Savings Bank  
Linda Rowley and Deb Kerwin  
The Simmons Foundation  
Margaret W. Soule Charitable  
Trust  
Stockly Fund  
Struzziero Family Foundation  
The VIA Agency  
Welch Charitable Fund

## Partners Circle \$2,500 to \$4,999

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Cremation Services, LLC  
Mrs. Wilder Kimball Abbott  
Daryl J. Cady\*<sup>^</sup>  
Dave Ekedahl  
Patrick J. Godin  
James and Maureen Gorman  
Edward A. Hellenbeck III and Anne  
Dinsmore  
Home Instead  
The Hospice Fund of the Maine  
Community  
McCandless & Coburn, LLC  
McGregor Ryan Charitable Fund  
The Mimi Foundation  
Molly A. Morell  
Partners Printing, Inc.  
Chad E. Poitras Cremation &  
Funeral Service  
Lynn C. Potoff  
Carol Redelsheimer  
Brian N. Roberts  
Smaha Family Charitable Fund  
Smith & Wilkinson  
Town of Falmouth  
Varney Benefits Advisors  
Wing-Benjamin Trust

## Circle of Caring \$1,000 to \$2,499

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Matt Arpin  
Ann Babbitt  
Ross and Jo Anne Babcock

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Paula Baizley  
Michael Beebe  
Edward L. Belanger  
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Gayle and Daniel Brazeau  
Ellen Browning  
Janet Carper  
CertainTeed LLC Saint Gobain  
Kyra Chamberlain<sup>^</sup>  
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Joseph and Karen Coan  
Coffee By Design  
Comfort Keepers #733  
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Kim and Tom Cooper  
Janet Cole Cross and William  
Cross  
Crow's Nest Property  
Management, Inc.  
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Melissa B. Donato  
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Charitable Fund  
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Moya Elliot  
Roland and Joy Eon  
Robert and Olga Esty  
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Lucille Fecteau  
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Barbara Fodera  
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Alfred Gagnon  
Catherine Gavin  
Mary Whedbee Giftos  
The Family of Patricia Gipson  
Robert and Brian Godin  
John Herrick Gooch  
The Louis Grimaldi Family  
Cyrus Y. Hagge  
Donna Marcy Handzel  
Harvard Pilgrim Health Care  
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Fund  
Alison Hildreth  
Friends of Beatrice M. Hill  
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Andrew Keniston  
Kennebunk Investment Services  
Gary and Patricia Koch  
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Estate of Charlotte E. Tibbetts  
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Patricia Lambrew  
Raymond Landry and Family  
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^ HSM Staff Member





## Caring for Our Colleague

As an LCSW at Hospice of Southern Maine (HSM), Marie Roy had the privilege of providing end-of-life care to many individuals. Marie dedicated herself to enriching the lives of her patients just as much as they enriched hers. However, on October 8, 2021, the work that had long provided so much meaning in Marie's life came to an unanticipated and abrupt end. Marie was diagnosed with terminal thyroid cancer. In a matter of seconds, she went from being the care provider to the patient.

After the diagnosis, Marie began to focus on her quality of life, engaging in things that were most meaningful to her, spending as much quality time as she could with family, friends, and loved ones. As a society, we often neglect to discuss goals and logistics around end of life. Marie had seen this first-hand in her work with patients and families at HSM and, while she never imagined she would need to have these discussions so soon herself, they quickly became her highest priority. With the support of her family, friends, and care team at Hospice of Southern Maine, Marie was able to carry out and achieve all of her end-of-life goals. Marie touched our lives with her grace, determination, compassion, kindness, and infectious smile. She demonstrated exactly why we do this work at Hospice – to help people have a positive and meaningful end of life experience.

*"All we have is now because the future is uncertain. I am grateful to you all individually as well as collectively for gracing my life in a broad range of ways. I have been supported in ways I could not have even imagined and my love and gratitude spills over fueling my spirit and my days. Thank you and I wish you all the best the day has to offer, today and each day."*

Marie had a zest for life. She loved nature and respected all living creatures. She had an infectious smile and contagious laugh. She was thoughtful beyond measure and was always ready to help. Marie believed that grief didn't need to be pathologized, but rather experienced. One of her final wishes was that all who knew her would exchange time as both griever and listener, creating a comfortable space to grieve and heal.

Marie remained in charge of her own care until the very end. She is missed by all that knew her at HSM. She brought countless smiles, joyful belly laughs, thoughtful ideas, and most importantly love to everything she did.

As Marie said, "here's to grieving and all it honors and validates."

\*This Annual Report is dedicated to Marie Roy.



***"So, in anticipating dying and death I am keeping a journal while I am clear and here. I know ideally each loved one would be called in person when I'm dying or after I die. I will keep entering updates as long as I am able. Then loved ones will send updates on my status and announce my death. Wish me luck at getting to achieve as many high-priority wishes that I can with the time I have left"***







**Hospice**  
**of Southern Maine**  
*When each moment counts*

390 US Route One  
Scarborough, ME 04074  
(207) 289-3640  
[www.hospiceofsouthernmaine.org](http://www.hospiceofsouthernmaine.org)

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