



hcp

Hospice of Central PA

2018
Annual
Report

MESSAGE FROM THE CEO

The past year has seen the development of the “future state” role for HCP and a celebration of our 40 year history of service to the Central Pennsylvania community. These seemingly divergent areas of focus worked together well. The look back at our history in the community allowed us to identify those practices that were successful and update them to fit the current needs of the healthcare marketplace. Of course, we strive to approach all that we do from the viewpoint of the patients, families and healthcare partners we serve. To better prepare us for the future we:

- Re-engineered the admission process so that it promptly addresses a patient’s most immediate needs and relegates more detailed work to a time when the patient and family are better able to participate,
- Installed clinical nurse liaisons in the large medical centers and hospitals to quickly respond to requests for hospice and/or palliative care,
- Partnered with community organizations to offer programs addressing the need for and preparation of advance directives, and

“...your support has allowed us to remain faithful to our mission for 40 years”



- Offered medical students and residents an opportunity to shadow a hospice and palliative care specialist to increase awareness of the specific needs at end of life.

We believe this work will prepare us to continue to fulfill our mission of providing the highest quality of emotional, physical and spiritual support with compassion and respect for many years to come.

One thing we are certain of, your support has allowed us to remain faithful to our mission for 40 years! Our dedicated staff and volunteers thank you for your generosity, advocacy and commitment to our mission. With your continued support, we will remain the leader in hospice and palliative care and a model provider for others in our industry.

Sincerely,

Gil Brown
President & Chief Executive Officer

LETTER FROM THE BOARD CHAIR

I'm proud to share HCP's 2018 annual report with you. It is my honor to serve with all members of the HCP team (volunteers and staff) to build a community that embraces specialized care at the end of life.

During my years of service to HCP, I have been impressed with our ability to respond to the many changes and demands in healthcare. It is more important than ever for hospice providers to demonstrate the quality of their care and to add value to referring partners in the community. To learn more about the quality of our care, please see page 14.

The business office report on page 15 demonstrates our commitment to our mission. And finally, please note the many generous members of our community listed on pages six and seven who made this good work possible in 2018! Thank you for your generosity and your encouragement.

Sincerely,
William Ward
Chair, HCP Board of Directors



2018–2019 BOARD OF DIRECTORS

John Bolger Director	Jane Kohn Secretary
Barbara Brobst Director	Stephen M. Massini Director
Raymond Bromley Director	Wendy McClintock Vice Chair
Jane F. Burke Director	Joshua Shipley, MD Director
Carrie DeLone, MD Director	William Spahr Director
Diane Fine Director	Jack M. Stover Assistant Secretary
Amy Helmuth Director	Henry J. Straub Treasurer
Patricia Higgins Director	Patricia Vance Director
Rabbi Peter Kessler Director	William Ward Chairperson
Pat Kiley Director	

2018–2019 HCP LEADERSHIP TEAM

Gil Brown President and Chief Executive Officer	Andy Hauer Director of Information Services
Dr. Dave Wenner Chief Medical Officer	Stacy Marciano, RN Levos Supportive Care
Elizabeth Mihmet Chief Development Officer	Susan Resavy, MSW Director of Family Services
Michelle Campbell, RN Director of Admissions	Melissa Ross, RN Senior Director of Quality and Effectiveness
Steve Duty Director of Human Resources	Sharon Weaver Director of Finance



2018

BY THE
NUMBERS

22,716 AIDE
VISITS

10,708 VOLUNTEER
HOURS

39 YEARS OF
SERVICE

1,628 FAMILY MEMBERS
RECEIVING
BEREAVEMENT
CARE

202 AVERAGE DAILY
CENSUS

1,411 HOSPICE PATIENTS
SERVED

91% PATIENTS
SERVED
AT HOME

\$186,011 COST SAVINGS
TO THE ORGANIZATION AS
A RESULT OF VOLUNTEERS

191 PALLIATIVE
PATIENTS
SERVED



WAYS TO Give

Thanks to the deliberate acts of generosity from you and others, HCP patients and families receive the highest quality of care. Your gifts make this possible and every donation, regardless of size, brings comfort.



Special Events

A fun way to get more involved with HCP and fundraising is through special events. Every year HCP offers many opportunities to support end-of-life and bereavement care. Please contact the development department to help with any of the following fundraisers:

Golf & Tennis Classic

Ladies' Classic

Ladies' Golf Classic

Butterfly Release

Highmark Walk for a Healthy Community

Tree of Light

3rd Party Events

A 3rd party event is when a business, organization or family plans a special event to benefit HCP. Hospice of Central PA is the fortunate recipient of the net proceeds of many 3rd party events throughout the year, such as the Bob Baish Memorial Golf Tournament. For guidelines and suggestions regarding effective 3rd party events, please reach out to Kim Hutnik in the HCP development department.



Memorial and Tribute Gifts

Memorial and tribute gifts offer a way to remember or honor someone special, while also supporting Hospice of Central PA. Families are notified that you have made a donation when you provide a name and address for this purpose.



Restricted Gifts

HCP is able to honor donor-restricted gifts for the following programs:



Carolyn's House

HCP welcomes gifts restricted to Carolyn's House which provides 24-hour hospice care in a comfortable home-like setting in Harrisburg. HCP offers this residential hospice service when personal choices or medical needs make other options difficult.

Camp Dragonfly

Camp Dragonfly is a free weekend camp for children who are grieving. It provides a safe and fun environment in the great outdoors to work on coping skills and healing activities with peers.

There are many ways to make a gift to HCP!

Mail your gift:

Hospice of Central PA
1320 Linglestown Road
Harrisburg, PA 17110

Donate securely online:

www.hospiceofcentralpa.org

Call us:

(717) 732-1000



TERESA ALEXANDER Legacy Society

HCP's legacy society was established to recognize and honor all who name Hospice of Central PA as a beneficiary of a will, trust, retirement plan, life insurance policy, or other type of planned giving arrangement. Everyone is welcome to join the society regardless of the size of the bequest or planned gift. By becoming a member, you join a community that embraces specialized care at the end of life!

Planned gifts have had a tremendous impact on HCP over the past 40 years. In 1996, an unrestricted gift from the estate of Teresa Alexander provided the downpayment needed to purchase a private home, which was then converted to HCP's hospice residence (at that time called the Carolyn Croxton Slane Residence), to care for terminally ill patients. Carolyn's House was, and remains, the only hospice residence in the capital region, and was the direct result of a planned gift to HCP.

Every planned gift has an impact. A residual bequest (a percentage of your estate after other planned gifts have been made) can provide the funds needed to provide free advance care planning programs throughout the midstate, or provide free in-home palliative massage visits for patients and their caregivers.

You are welcome to join the Teresa Alexander Legacy Society regardless of the type or size of your planned gift. Simply notify Beth Mihmet in the development department of your intention. You do not need to share a copy of your plan. All society members will be invited to an annual breakfast that includes an update on HCP events and programs and a guest speaker.



Living Room – Carolyn's House

2018 HCP Leadership Members

This listing reflects generous gifts of \$1,000 or more to HCP from January 1, 2018 through December 31, 2018. Please let us know if we have made a mistake in this listing by calling the development department at (717) 943-1055.



- Accord Restoration
- AFR Foundation, Inc.
- Allen Distribution
- American Insurance Administrators
- Anastasio Family
- Paul and Rose Anderson
- William and Patricia Averill
- Gregg Aversa
- Ali Bach and John Cantley
- Nancy Baish
- Bangs Law Office, LLC
- Mary Beiler
- BKC
- Jodi Blanch
- The Boyd Foundation
- Bobby Rahal Automotive Group
- Charlotte Bogert*
- Richard Bomberger
- Boyer & Ritter
- Kevin and Kathleen Brennan
- Diane Brokenshire
- Gil Brown and Pedro Lozada
- Capital Blue Cross
- Carlisle American Legion Post 101 Home Association
- Carlisle Moose Lodge #761
- Centric Bank
- Charles and Suzanne Merrill Fund
- Ron and Donna Chronister
- Cleveland Brothers
- Constangy, Brooks, Smith & Prophete, LLP
- Conte Wealth Advisors
- Country Meadows
- Ed Crimmins
- Cumberland Valley Classic Car Club
- Cumberland Valley Insurance
- Dauphin County Economic Development Corp.
- Dela Ches Fishing Assoc.
- Fred DePalma
- DePalma, Frye & Associates Wealth Management – Merrill Lynch
- Diocesan Publications, Ltd.
- Diocese of Harrisburg
- Mark and Susan DiSanto
- Dynamic Healthcare Services
- Exelon Corporation
- John and Melodie Eyster
- Fasnacht Family Foundation
- Charlene Feeser
- Phyllis Fluellen
- G. B. Stuart Charitable Foundation
- Gannett Fleming, Inc.
- Geisinger Holy Spirit
- George & Rita Patterson Foundation
- Allene Gittlen
- Anne and Philip Glatfelter III Foundation
- Global Charitable Fund
- Bob and Mimi Goodling
- The Hall Foundation
- The Hershey Company
- Hershey Entertainment and Resorts
- Highmark
- Hilton-Diminick Orthodontic Assoc
- Norman Hoffer
- Hollywood Casino
- Hoover Rehabilitation Services, Inc.
- Lawrence L. and Julia Z. Hoverter Foundation
- Sharon Hutton*
- Janney Montgomery Scott LLC
- Jacqueline Jones

Josiah W. & Bessie Kline Foundation
Vickie Joyner
Ray and Linda Kelley
Helen Ketrow
David and Kelli Killick
John and Sara Kirkpatrick
Knouse Foods
Jane Kohn
L.B. Smith Estate Foundation
Lamar Advertising
Michael and Carrie Large
Claire Larsen
George M. Leader Family Corp.
Lehman Volvo Cars of Mechanicsburg
Michael and Karen Leader
Leisher Fund
Liberty Mutual
Lone Star Paving
Sharon Long
M&T Charitable Foundation
McCormick Family Foundation
John J. McKee
Mechanicsburg Area Foundation (TFEC)
Mid Penn Bank
Gloria Miller
Delora Minnich
Tom and Dawn Moffett
Jim and Phyllis Mooney
Mountz Jewelers
Roberta Mowery
Bill and Jane Murray
Mutual of America
Patricia Nailor
NexTier Bank
Orrstown Bank

PA Breast Cancer Coalition
Rudolph Pari*
H. Sheldon Parker
Kenneth and Wendy Parmelee
Parthemore Funeral Home and Cremation Services
Chuck and Virginia Pearson
Penn National Insurance
Penn State Health
Penwell Bowman + Curran LLC
Phoenix Contact, Inc.
S. Wilson and Grace M. Pollock Foundation
Post Acute Medical LLC
Premier Eye Care Group
David and Theresa Punt
Marvin and Kerith Putnam
Pyramid Construction Services
R.S. Mowery, Inc.
Diana Reed
Rhoads & Sinon
Riverview Bank
Rohrer Bus Service
Mary Rudy
Wendy Rupp
Schwab Charitable
Scott Seig
Sheaffer Services Inc.
Laurence and Catherine Sheker
Marjorie Sherman
Kim Shuster-DuBois
Shutty's Body Shop
Joseph T. and Helen M. Simpson Foundation
Nancy Smith
Donald & Dorothy Stabler Foundation
SotIRIS Information Strategies

South Mountain American Legion #674 Home Association
Glenn E. Stambaugh
State Farm Insurance
Greg Sterling
Anthony Stewart
Shirley Stoner
Terry Stouffer
Jack Stover and Marsha M. Everton
Nancy Strait
Sun Motor Cars, Inc.
Susquehanna Financial Advisors LLC
Cathy Tama-Troutman
The Foundation for Enhancing Communities (TFEC)
The Foundation of HCP
The Mechanicsburg Club
The Sage Corporation
John and Roni Trogner
U Financial Group
United Concordia Dental
United Way Carlisle & Cumberland Co.
United Way of the Capital Region
Universal Media, Inc.
UPMC Pinnacle
Patricia Vance
Bill and Jo-Ann Ward
Louis and Eula Webster
White Circle Club
WoodmenLife Hershey Chapter
Wood & Myers Oral Surgery
Jay and Rony Zeigler
Jim and Linda Zeigler

*Deceased



40TH ANNIVERSARY

1979



2019

RUBY

JUBILEE

A JEWEL OF A CELEBRATION

On April 13, 2019 HCP celebrated 40 years of service to the community at the Ruby Jubilee. The event featured four anniversary honorees. They included the Distinguished Service Award presented to Karen Paris, the Ruby Award presented to Jane Kohn, the Long Walk Award presented to John Bolger, and the Vision 100 Award presented to Andy Rebeck and Lamar Advertising. Here are a few of our favorite photos from the event!

If you missed it, and would like to celebrate HCP's 40th, please watch our history video which highlights HCP volunteers and our organizational accomplishments over 40 years. You can find it on the video page of the HCP website www.hospiceofcentralpa.org.

Honorary Chairs:

Philip and Marlene Guarneschelli

Event Chairs:

Jane Kohn

Mae Sobczak

Sub-Committee Chairs:

John Bolger, Partnerships

Dr. Lynne Britton, Live Auction

Donna Wamboldt, Silent Auction

Sharon Andrews, Raffle

Committee:

Dr. Tom Andrews

Jodi Bannon

Barb Brobst

Mary Bungo

Mimi Goodling

Robert Goodling

Jill Helsel Gingrich

Patricia Higgins

Jodi Lomison

Kara Luzik Canale

Una Martone

Dr. Mary Simmonds

Mark Vickrey



Presenting Sponsor:



Ruby Sponsors:

Anonymous Donor

Penn State Health

Pearl Sponsors:

Buchanan Ingersoll & Rooney

Capital Blue Cross

Lois Lehrman Grass Foundation

Senator Pat Vance

Crystal Sponsors:

AIA, Alera Group

Bitner Family Funeral Homes

Highmark

Orrstown Bank

Turner Automotive Dealerships

Opal Sponsors:

Brown Schultz Sheridan & Fritz

Bob & Mimi Goodling

Jane Kohn

M&T Bank

Frank & Karen Paris

Smartlife Via Willow Valley

Smigel, Anderson & Sacks, LLC

The Foundation for Enhancing Communities

WoodmenLife





HCP Signature Events

HCP holds many fundraising events to provide for nearly \$1 million in uncompensated care every year including palliative massage visits, palliative radiation treatments, Camp Dragonfly, community bereavement support, Carolyn's House, and more. The volunteers listed below work hard all year to generate the charitable funds needed for these valuable programs. Thank you for your service to HCP patients and families!



Tree of Light

Joyce Wilder, Chair
Janice Crum
Marcia Harney
Ann McInerney
Andrea Morrison



Ladies' Classic

Sophia Nelms, Co-Chair
Laura Schrader, Co-Chair
Marion C. Alexander
Arlene Espenshade
Ginger Lowe
Linda Rhoads

Neal Rhoads
Denise Rix
Candi Trogner
Roni Trogner
Kim Zeigler



Ladies' Golf Classic

Angela Tatum, Chair
Ali Bach
Lee Diekemper
Pat Ferris
Hope Stuart
Jeannetta Politis
Lori Reese
Lois Wonsiewicz
Joanna Zigerell

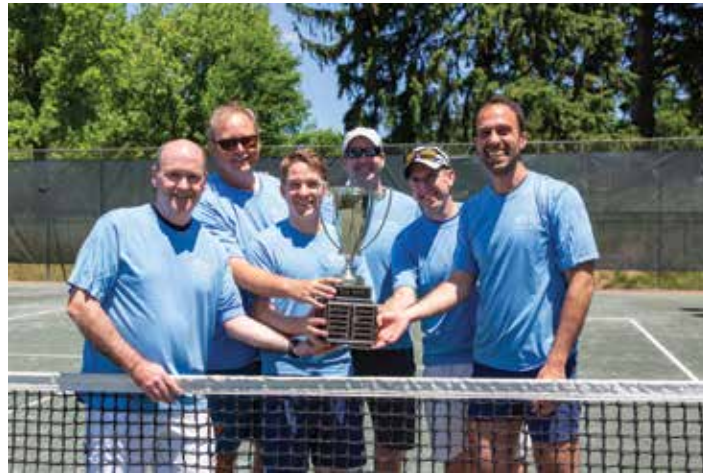
Mission and Vision

Our Mission: to provide the highest quality of emotional, physical and spiritual support with compassion and respect.

Our Vision: a community that embraces specialized care at the end of life with the same importance that is given at the beginning of life.

Golf & Tennis Classic

General Chair: John Bolger



Men's Tennis Classic

Dale Beshore, Co-Chair	Steve Lubart
Zach Dixon, Co-Chair	Ken Myhre
Gregg Aversa	Tracey Pontius
Ed Fetrow	David Sweet
Bob Goodling	Art McNulty
Mimi Goodling	Barry Nazar

Men's Golf Classic

Andy Rebeck, Chair
Eugene Anastasio
Don Bonafede
Sean Burns
Frank Conte
Brent George
Mike Guimond
Aaron Jackson
Ron Leitzel
Terry Luft
Dave Punt
Bill Spahr
Nelson Swarts
Reed VanDerlyke



Highmark Walk for a Healthy Community

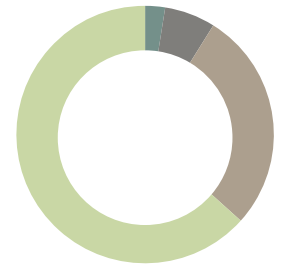
2019 Registered Walkers:

Fred Anderson	Beth Mihmet
Gil Brown	Andy Morrison
Alicia Chandler	Kelly Myers
Susan Del Monte	Danielle Oaks
Beatriz Garcia	Maria Olender
Abby Goddard, Top Fundraiser	Imogene Schofield
Danielle Horanic	Denise Turato
Kim Hutnik	Gene Weiland
Stacy Marciano	Dave Wenner
Dixie McCauley	Constance Wormsley
Lauren Mitchem	Kelly Zimmerman



2018 Admissions by Diagnosis

- 6.7% Pulmonary
- 13.6% Cardiac
- 13.9% Other
- 17.7% Neurological
- 48.1% Cancer



2018 Where Our Patients Received Care

- 2.7% Hospital
- 6.2% Carolyn's House
- 27.9% Long Term Care
- 63.1% Home



2018 Visits by Discipline

- 0.5% Music Practitioner
- 2.4% Volunteer
- 3.1% Chaplain
- 4.0% Palliative Massage Therapist
- 5.2% LPN
- 6.7% Social Worker
- 27.4% RN
- 50.8% Hospice Aide



Volunteers

HCP volunteers began the organization in 1979 and they continue to strengthen everything we do. In 2018, HCP recorded 10,708 volunteer hours for its mission to provide the highest quality of emotional, physical and spiritual support with compassion and respect. Their time and talents resulted in \$186,011 in cost savings to the organization! To become an HCP volunteer, please call the volunteer department (717) 732-1000 or visit the volunteer page at www.hospiceofcentralpa.org

HCP volunteers contribute in a number of ways including:

Patient and Family Support Volunteers

Carolyn's House Volunteers

11th Hour Volunteers

Camp Dragonfly Volunteers

Administrative Support Volunteers

Veteran-to-Veteran Volunteers

Bouquets of Love Volunteers

Bereavement Care Volunteers

We celebrated the many ways our volunteers gave of their time and talent throughout 2018 at the HCP Volunteer Recognition Dinner on April 1, 2019. In addition to presenting HCP years of service pins, the event featured Shirley Disend who was honored with the presentation of the 2019 Dr. A. Thomas Andrews Award, the most prestigious award presented to an HCP volunteer. We also celebrated two nominees for the 2019 United Way Volunteer of the Year Awards, including Mae Sobczak and the Camp Dragonfly volunteers in the group category. Please enjoy a few of our favorite memories from that event on this page!



The Journey Program

The Journey Program at HCP helps grieving adults, children and families on their journey forward with life. Bereavement care coordinators listen, support and impart hope. All programs listed here are available at no cost to the community. For a full listing of programs from Carlisle to Pottsville, please download a copy of *The Journey Program Newsletter* on our website www.hospiceofcentralpa.org

- Telephone Calls
- Supportive Mailings
- Quarterly Newsletters
- Individual Support Visits
- Monthly Support Groups
- Camp Dragonfly
- Social Groups
- Grief Education Support Series
- Seasonal Programs
- Annual Memorial Service

Excellence

Service

Compassion

Inclusion

Guiding Principles

Excellence: We strive for superior performance in the provision of care; we recognize that excellence does not equal perfection.

Service: Our purpose is to make a difference in the lives of our patients/families, community, and one another.

Compassion: Our work consistently demonstrates the ability to engage with the community and provide comfort and solace when needed.

Inclusion: We celebrate the many differences, including race, ethnicity, gender, age, socio-economic status, national origin, sexual orientation, gender identity, disability, and religion that enrich our vibrant community.



Measuring Quality

At HCP our mission is clear; to provide the highest quality of emotional, physical and spiritual support with compassion and respect. Quality is always on our minds. In keeping with regulations and best practices, HCP measures the quality of our programs through third-party administered caregiver surveys. The agency we have engaged for this purpose is called HEALTHCAREfirst (HCF).

HCP is proud to be the market leader for care and satisfaction. Visit Medicare's Hospice Compare website today (www.hospicecompare.org) to see how we measure our care and compare ourselves to other programs.

Quality Committee

The following community leaders work with HCP staff to review our quality scores and our plans for continuous quality improvement. These volunteers bring a new perspective to our work. Thank you for your service!

Michelle Farnan, Penn State Health

Patricia Higgins, Capital Blue Cross, HCP Board Member

Amy Helmuth, UPMC Pinnacle, HCP Board Member

Pat Kiley, HCP Board Member

Andrew Munchel, Penn State Health Medical Group — Andrews Patel Hematology/Oncology

2019 Events

Ladies' Golf Classic

Monday, September 23

Tree of Light – Harrisburg

Monday, December 2

Tree of Light – Carlisle

Wednesday, December 4

Tree of Light – Pottsville

Thursday, December 5



2018 Business Office Report

Figures Audited by Boyer and Ritter June 18, 2019

OPERATING INCOME

91%

PROGRAM
FEES

9%

PUBLIC
SUPPORT

2%

SPECIAL
EVENTS

(2%)

INVESTMENT
INCOME



OPERATING EXPENSES

86.4%

PATIENT &
FAMILY CARE

11%

MANAGEMENT
& GENERAL

2.6%

FUNDRAISING
EXPENSES



MISSION FULFILLMENT TOTAL \$872,865

\$294,335

BEREAVEMENT
SERVICES

\$339,529

CHARITABLE
HOSPICE CARE

\$17,121

MUSIC
THERAPY

\$77,865

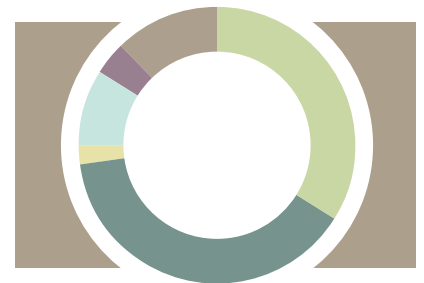
SPECIAL COMFORT
MEASURES

\$32,496

COMMUNITY
EDUCATION

\$111,519

PALLIATIVE
MASSAGE THERAPY



Butterfly Release



Recent Accomplishments

HISTORY VIDEO

Want to know what 40 years of caring for the community looks like? Visit the video page on our website (www.hospiceofcentralpa.org) and watch our anniversary video. This video features the volunteers who started HCP in 1979 and those who continue to impact our mission. Learn more about our programs and how they started. The video begins with a meeting of concerned citizens in 1978 in the basement of Market Square Presbyterian Church and ends with a huge birthday party - the Ruby Jubilee on April 13, 2019!

INSPIRING COMMUNITY CONVERSATIONS

HCP was honored to receive funding from Highmark to continue to offer a community education program called, *Inspiring Community Conversations*, in partnership with Penn State Health. The program was designed to inspire community conversations about advance care planning. The first two programs were offered in April (Frey Village) and July (Londonderry Village) and a third will be offered in Cumberland County in October. Guests are provided with lunch and given the choice to attend a screening of *Consider the Conversation* or to play *Hello*, a surprising fun game about living and dying well.



40TH ANNIVERSARY

2019 is a big milestone for HCP – it marks 40 years of caring for the community. To celebrate this accomplishment, HCP has been busy with a number of different efforts throughout the community. We kicked off the year with a fundraising celebration called the Ruby Jubilee: A Jewel of a Celebration. Pictures from the event can be found on page eight and nine. To share our story with as many people as possible, we have also developed an anniversary video (available on our website video page) and four pull-up history banners that travel to every event and program. Finally, we are planning a community celebration, Birthday at the Ballpark in August on City Island.

SPEAKER SERIES

HCP held it's first Community Education Speaker Series on May 29. "My Parents Won't Listen, But I Hope You Will: The Gift of an Organized Life" was presented by Lori Reese, owner of Consider it Done and Co-Chair for the 2019 Ladies' Golf Classic. The HCP Community Education Speaker Series is a free program covering topics helpful to our community.

(717) 732-1000 | 1320 Linglestown Rd. Harrisburg, PA 17100 | hospiceofcentralpa.org