

CHANGE



Riding the Waves of Change

A REPORT ON THE 2011-2012 PERFORMANCE OF HOSPICE SOUTHEASTERN CONNECTICUT

OUR MISSION:

To provide quality care for people with life-limiting illnesses and support for their loved ones before and after death.

OUR VISION:

To be the premier hospice organization providing care in our community.

OUR VALUES:

- Compassionate care that respects the uniqueness of our patients and their families and enhances the quality of their lives.
- An interdisciplinary group of experts that offers advocacy, medical care, pain management, spiritual and psychosocial support for a patient's daily needs.
- A team of volunteers trained in the philosophy of hospice care.
- Care at home or wherever the person lives.
- Bereavement support for all members of New London County.
- Support for the dignity of everyone involved in our care.
- Responsible management of finite resources to provide for the future ability to fulfill our mission.
- A strong community presence.

“
EMBRACE CHANGE.
TRUE SUCCESS CAN
BE DEFINED BY
YOUR ABILITY TO
ADAPT TO CHANGING
CIRCUMSTANCES.
”

- CONNIE SKY
AUTHOR OF AIM HIGH!

Voices of Leadership

So much is going on in healthcare today... Changes are at every level of care; changes that mandate thoughtful individual and strategic corporate re-thinking. Healthcare continues to be challenged to keep costs down while caring for a person over their entire lifetime.

The real challenge is to keep the healthcare focus on what is best and right for the patient and their family.

Change means creating new opportunities, collaborating for the good of the whole, committing to achieve the best results, enabling and facilitating a competent continuum of care... all for the patient and family... who are the REASON we deliver care.

What has change meant for Hospice Southeastern Connecticut? For nearly 30 years, we have been at the center of providing quality end of life care for people with life limiting diseases. We have had to adapt to “keep up” with the changes we could not have anticipated or ever dreamed of. We have faced the changes and met those challenges and emerged a stronger, more competent, compassionate business ready for the future.

In retrospect during the past fiscal year we have...

- Collaborated with both community hospitals to create efficiencies and optimal patient outcomes
- Maintained a consistently higher census ending the year with over 16% more patients per day
- Voluntarily complied with the quality measure reporting process before required to do so by Medicare
- Successfully partnered with the Connecticut State Legislature, gaining approval of revised regulations for hospice residences
- Revised agency financial projections, drawings and costs for adding a hospice residence to the current campus

All the while we have been expanding and enhancing our ability to provide the most comprehensive quality care for anyone in our community in need of care before and after death. Everything changes; we must be prepared for those changes because patients and families MUST REMAIN our focus.

Carol L. Mahier, RN, MSN, CHPCA
President and CEO

Bethany Haslam, Esq.
President, Board of Directors



Hospice Southeastern Connecticut honors Carol's 25th anniversary with a new bench displayed in front of the agency's Administrative Building and Bereavement Center.



“

The Board is very proud of the accomplishments of the Agency during this operating year. Guided by a firm strategic plan, we have taken significant steps that will allow us to distinguish ourselves from other hospice organizations – because not all hospices are the same.

Our excellent team of dedicated staff and volunteers, and loyal support from our community and affiliates, Lawrence + Memorial Hospital and The William W. Backus Hospital, have allowed us to adapt in the face of an ever-changing environment and position ourselves for continued growth and development.

As we look to our future, Hospice Southeastern Connecticut proudly continues to provide the highest quality care and compassion to patients and families in our community, as has been our mission since 1985.

”

Bethany Haslam, Esq.
President, Board of Directors

A few of the many highlights from this past fiscal year.



Jeff Nelson Director of Community Development and Denise Hawk Annual Giving and Special Events Manager with the top fundraiser for the BRIDGES Afterschool Program's walk for cancer fundraiser.

Tricia Cunningham and her locks raised \$3,863 for Hospice Southeastern Connecticut. After completing six months of fundraising through her cut-a-thon, Tricia donated her hair to Locks of Love.



Hospice Southeastern Connecticut's "We Honor Veterans" program partnered with the American Legion Veterans Housing initiative in Jewett City, CT to honor those who served our country. The staff of Hospice SE CT "adopted an apartment" for a veteran by donating brand new kitchen supplies, bed linens, bathroom wares, etc. Hospice SE CT volunteer, Denise Tyburski, coordinated the collection and delivery of all the items.



"Thumbs up" from two participants in the 2012 WALK fundraiser. Over 350 people walked through beautiful Mohegan Park in Norwich, CT on Saturday, May 12 and many more participated by making a donation in support of these WALKers.



Financials

Net Revenues

	FY 2012
Net Patient Service Revenues	\$5,380,543
Net Assets Released	\$108,814
Total Revenues	\$5,489,357

Expenses

Salaries & Related Expenses	\$3,447,514
Professional Fees and Contracted Services	\$573,314
Patient Supplies/Equipment & Other	\$791,724
Transportation	\$149,693
Depreciation	\$147,321
Occupancy	\$68,141
Interest	\$57,388
Bad Debt	\$15,000
Total Expenses	\$5,250,095

Gain/(Loss) from Operations **\$239,262**

Non-Operational Income

Fundraising Net of Expenses of \$231,448 in 2012	\$378,869
Interest & Investment Income	\$59,428
Realized Gains on Sale of Investments	(31,374)

Total Other Income **\$406,923**

Excess Revenue over Expenses **\$646,185**

Change in Unrealized Gains/(Losses) (52,890)

Net Asset Transfer \$0

Increase/(Decrease) in Unrestricted Net Assets **\$593,295**

Unduplicated Patients

648 **637**
2011-2012 2010-2011

Patients Served by Town

Baltic, Versailles	1%
Bozrah, Franklin, North Franklin	1%
Canterbury	1%
Colchester, Salem	2%
East Lyme, Niantic	7%
Jewett City, Lisbon, Griswold, Voluntown	4%
Lebanon	1%
Ledyard, Preston, Gales Ferry	4%
Lyme, Old Lyme	2%
Uncasville, Oakdale, Montville	8%
New London	16%
Noank, Groton, Mystic	16%
Norwich, Occum, Taftville, Yantic	16%
Pawcatuck	2%
Stonington, North Stonington	3%
Waterford, Quaker Hill	14%
Other	2%

Total Patients: 648



Governance

Hospice Southeastern Connecticut is governed by a 17 member Board of Directors. The Board members live and work in Southeastern Connecticut. They know the needs of our communities.

Gregory B. Allard
Angela Arnold
James E. Bates
Mark F. Brown
Jeffery F. Buebendorf, Esq.
Bishop B. Curry III, DVM
Jane S. Dauphinais
Crista Durand
Keith Fontaine
Bethany Haslam, Esq.
William Halsey
Jeff Knapp
Brian McNamara
Karen Neilan
James E. Sawyer
Mark Tramontozzi, MD
Lenny Winkler

Carol L. Mahier, RN, MSN, CHPCA
President and CEO

Rose Program

Our thanks to the florists who donate to Hospice Southeastern Connecticut's Rose Program. A rose is delivered by a volunteer to each bereaved primary caregiver within four weeks after their loved one's death.

An Enchanted Florist
Big Y World Class Market
Fisher Florist
Flowers by Michael
Forever Flowers & Gifts
Hart's Greenhouse & Florist
Hoelck's Florist
Holdridge Florist
Jewett City Florist and Greenhouses
Le Francois Floral and Gifts
McKenna's Flowers & Plants
Montville Florist
Mystic Florist
Pot of Green Florist
Simply Flowers
Thames River Greenery
Wild Irish Rose

Your support makes a difference!

Hospice Southeastern Connecticut receives community support through donations to our annual appeal, special event fundraising, memorial donations and estate gifts. In addition to cash donations, the agency is supported through planned giving and donations of stock. Through these donations, Hospice Southeastern Connecticut is able to provide care to those in need and provides professional staff to educate the community on how to best access the right care, at the right time. See how your support makes a difference in the Community Benefits Chart below.

Community Benefits

Educational Services <i>In-services for skilled nursing facilities, hospitals and doctors' offices</i>	\$3,164
Counseling Services <i>Direct bereavement and expressive arts staff time with community families; materials and supplies</i>	\$86,081
Patient Care and Services <i>Complementary therapies, non-reimbursed nursing, social work and hospice aide visits and monies paid for patients and families in hardship provided by grants</i>	\$46,608
Patient Volunteer Services <i>Value at an hourly rate</i>	\$222,012
Total Community Benefits	\$357,865

If you are interested in learning more about the various opportunities to make a donation or fundraise for Hospice SE CT, please contact the Community Development Office. You can also make a donation TODAY by visiting www.hospicesect.org, calling the Community Development Office at 860-848-5699 or sending a donation by mail to 227 Dunham Street, Norwich, CT 06360. Please make checks payable to Hospice Southeastern Connecticut and note that the gift is for the Annual Appeal.



Fundraising Events 2011-2012

Fundraising events held from July 1, 2011 to June 30, 2012 raised over \$172,243 for Hospice Southeastern Connecticut surpassing its goal by 11%. The funds raised through these events account for one third of the money the agency relies on to support the important bereavement programs and end of life care services not reimbursed by insurance. We appreciate all those who supported and participated in these events. A special thanks to these sponsors, contributors and organizers.

REGATTA 2011 - \$64,332

Organizing Clubs

Mystic River Mudhead Sailing Association	Stonington Dinghy Club
Niantic Bay Yacht Club	Thames Yacht Club

Sponsors & Contributors

ABC PhotoLab	Mystic Shipyard
Arrow Paper Party Rental	Oncology & Hematology Association, P.C.
Carmine's Package Store	Quality Printers
Chelsea Groton Bank	Rock 'N Soul Revue
CMB Creative Group	Rotary Club of Niantic
Cottrell Brewing Co.	Sea Swirl
Crocker's Boatyard	Seaport Marine
Dog Watch Café	Secor's Auto Group Center, Inc.
Dominion Nuclear CT, Inc.	Slippershell Galley catering by Carol Faye
Evolution Sails	Sperry Tents
Financial Security Group, Inc.	The Day
Flanders Fish Market	The Mystic Group
Lavender Design	Village Wines and Spirits
Lawrence + Memorial Hospital	Waterford Group Charitable Foundation
Mallove's Jewelers	The William W. Backus Hospital
Mohegan Sun	
Mystic Arts Center	
Mystic Schooners	

TREE OF LIFE 2012 - \$33,514

Sponsors & Contributors

Byles-MacDougall Funeral Home
Crystal Mall
Tuthill's Nursery and Garden Center

WALK 2012 - \$67,372

Sponsors & Contributors

American Ambulance	Le Francois Floral and Gifts
Brown Jacobson, P.C.	Mohegan Sun
Connecticut Tigers	NFA Project Outreach
Eastern CT Hematology & Oncology	Nutmeg Companies, Inc.
Eastern Federal Bank	Olde Tymes Restaurant
Freeport-McMoran Copper & Gold	People's United Bank
Holdridge Farm Nursery	Sayet & Seder, Attorneys at Law
J. H. Cohn, LLP	The Day
Jewett City Savings Bank	The William W. Backus Hospital
KOOL 101 FM	Wireless Zone
Lawrence + Memorial Hospital	

Sneaker for a Buck Participants

Irene's Family Restaurant	Tri Town Foods
SAVA Insurance	Wireless Zone
Shoreline Dental Associates	

WALK Business Teams

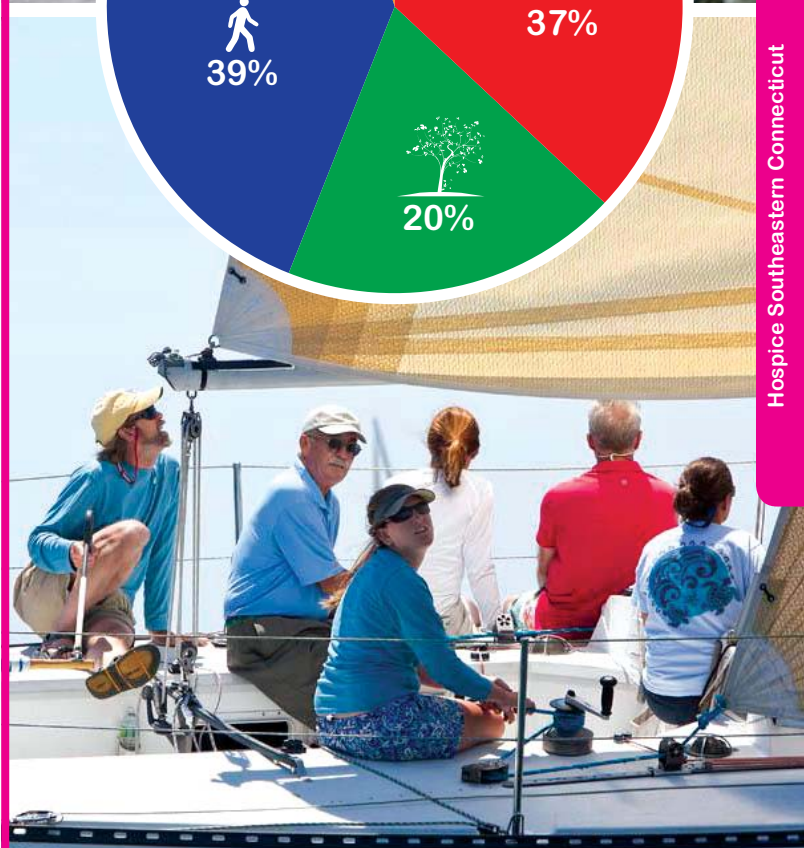
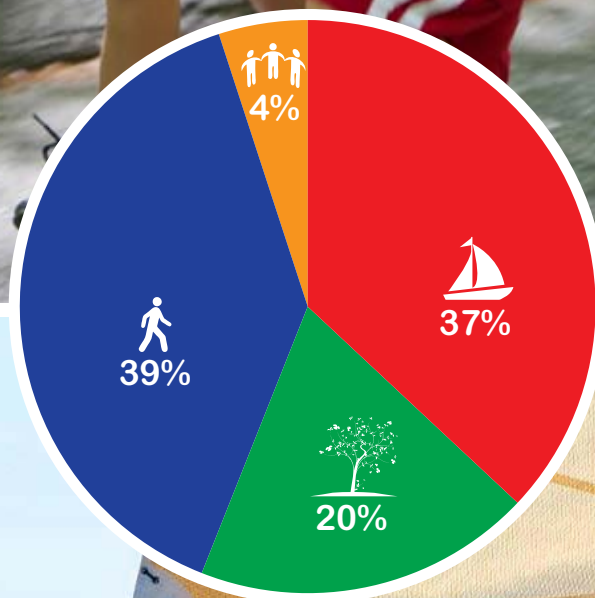
Acorn Acres	Ridley-Lowell Business & Technical Institute
Jewett City Savings Bank	Sava Sole Sisters
Lathrop Vending	Season's Buffet
Regency Heights	Whole Life

THIRD PARTY FUNDRAISERS - \$7,025

Individuals, businesses and organizations who host a fundraising event or activity to benefit Hospice Southeastern Connecticut

Sponsors & Contributors

American Legion Post 128 Auxiliary - Benefit Concert
American Legion Riders Post 112 - David Lepier's Benefit Bike Run
Charter Oak Federal Credit Union - Casual Day
First Congregational Church of Norwich - Mother's Day Offering
Greater Norwich Area Chamber of Commerce - Auto Show
Sacred Heart Mission Club - School Fundraiser
Tricia Cunningham's Cut-A-Thon



LOONEY TUNES

Circle of Promise

The patient and family are at the center of hospice care. Just as our interdisciplinary group of experts surrounds the patient and family; you, the community surround our agency and allow us to provide the care and comfort needed and promised to our patients and families. We are grateful for all gifts made to Hospice Southeastern Connecticut. The Circle of Promise acknowledges those who have provided significant support to our agency.

The list reflects those who have donated \$100 or more in monetary gifts from July 1, 2011 – June 30, 2012. We tried to ensure accuracy of each donor's name listed. We apologize if any error has been made, in which case we ask that you contact us so that we may correct our records.

We gratefully acknowledge our affiliation with:

Lawrence + Memorial Hospital
The William W. Backus Hospital

Estate Gifts

Estate of Wanda M. Rester
Estate of Patricia Sisco

Sustainer • \$5000 +

Chelsea Groton Bank (Norwich)
Dominion Nuclear CT, Inc.
E. Rhodes & Leona B. Carpenter Foundation
Lawrence + Memorial Hospital
Pfizer Foundation Matching Gifts Program
The Chester W. Kitchings Foundation
The William W. Backus Hospital
Wireless Zone
Mr. and Mrs. Paul Okosky
Mrs. Corinne S. Winalski

Guardian • \$2500 - \$4999

Byles-MacDougall Funeral Service, Inc.
C.C. O'Brien's, Inc.
Community Health Charities
The Brownington Foundation
Ms. Linda L. Carmeroto
Mr. Charles Curtin
Mrs. Ethel DuCharme
Mr. Dennis Jones
Mr. Edward Martin
Mr. and Mrs. G. W. B. White II

Angel • \$1000 - \$2499

AES Thames Political Action Committee
American Legion Riders Post 112
Chelsea Groton Bank (Groton)
Connecticut Broadcasters Association, Inc.
Cross Sound Ferry Services, Inc.
First Clearing, LLC
GMS, Inc.
Greater Norwich Area Chamber of Commerce
Henkel Corporation
J.H. Cohn LLP (Farmington)
J.H. Cohn LLP (New London)
Lions Club of Niantic
Main Brace Package Store
Nutmeg Companies, Inc.
Oncology & Hematology Associates, P.C.
Pfizer Foundation Volunteer Program
SAVA Insurance Group, Inc.
Sayet & Seder, Attorneys at Law
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Mrs. Marion Ripani
Attorney Bart A. Sayet
Attorney and Mrs. Matthew Shafner
Ms. Lisa Silva
Mrs. Mary Wadsworth
Mr. and Mrs. David Whitehead

Benefactor • \$500 - \$999

Allbros Touring, Inc.
American Legion Post 128 Auxiliary
Arbella Insurance Group Charitable Foundation, Inc.
AT&T Eastern Region Employees Community Services Fund
Big Y Foods, Inc. Employees
Brown Jacobson, P.C.
Charter Oak Federal Credit Union (Groton)
Children of Robert Holden
City of Norwich - Board of Education
Dominion Foundation Matching Gift Program
Eastern Connecticut Association of Realtors, Inc.
Eastern Connecticut Hematology & Oncology Assoc.
Eastern Federal Bank (Norwich)
Emprise Corporation
First Congregational Church of Norwich
Freeport-McMoran Copper & Gold
Jewett City Savings Bank
Jewett City Savings Bank Foundation
Ladies Benevolent Society First Congregational Church (Old Lyme)
Lions Club of Mystic
Loweth-Alvord Foundation
Primary Care for Women
Rotary Club of Niantic
Salem Herb Farm
Schwab Charitable Fund
Sheffield Laboratories
Smith-Amrein Partnership
Walmart Foundation
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Patron • \$250 - \$499

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Ann Bergendahl/Prudential CT Realty
Atsec Information Security Corporation
Birdseye Cafe
Brigadoon Bed & Breakfast
Brown & Knapp Insurance Broker's, LLC
Carlin Construction Co., LLC
Connecticut Elks Association
Connecticut Multiple Listing Service Inc.
CorePlus Federal Credit Union (Norwich)
Dog Watch Cafe
Dynamic Alliance
Electric Boat Corporation Employees
John Watts Associates
Ledger Light Technologies, Inc.
Liberty Bank
Marshall R. Collins & Associates
Minuteman Press of Norwich
Mohan Sun
NRG Energy, Inc.
People's United Bank
Piela Electric Inc.
Reardon Agency, Inc.
Scientific Alloys, Inc.
Seniors Helping Seniors
SNET - Former Employees
Stanley Black & Decker
Stonington Town Hall
The Mystic Group
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Towne Liquor Store
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Mr. John P. Wronowski
Mrs. Marilyn Wronowski
Mr. Martin Zeldis

Friends • \$100-\$249
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Allergy Associates of New London PC
Anchor Insulation
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Building Inspection Dept
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Clancy's Corner
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CSC Staff
Densmore Oil Co.
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Dunklee Cooling & Heating
East Lyme Republican Town Committee
Eastern Connecticut State University
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Ethide Laboratories
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Firmans Garage Inc.
Fisherman Restaurant
Foster Golf and Country Club, Inc.
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Association
Groton-Ledyard Veterinary Hospital
Hair Unique
Hamilton Capital Investments LLC
Hartford Construction Services, LLC
Hoops & Jensen, LLC
KDJ Consulting
Kleen Sweep Ventures, Inc. DBA ServiceMaster
of Norwich/NL
Laureate XI Chapter - BETA SIGMA PHI
Lavender Design
Ledyard Education Association
Lions Club of Montville
Lions Club of Waterford
M.J. Sullivan Automotive Corner
Majestic Capital, LLC
Marine Draftsmen's Association
Mass Mutual
Mohegan Striders Association
Mohegan Tribe
Mumford Cove Association, Inc.
Mystic Coastal Flooring
Mystic Fire Department

Mystic Shipyard, LLC
N.D.T. Technologies, Inc.
NativeOne Institutional Trading
Navigant Consulting, Inc.
Neurological Group, P.C.
New Life Church Women's Unity Team
(Ledyard)
New London Adult & Continuing Education
New London Little League, Inc.
Nicola Companies
Norm's Auto
Norwich Family Dental Associates, LLC
Norwich Free Academy
O'Brien, Stuart, Eppinger & Collier, PC
Ocean Radiology Associates, P.C.
OIC of New London County
Olde Mistick Village
Paul Dinto Electrical Contractors, Inc.
Pitney Bowes Giving Station
Pochal & Pochal, LLC
Polito & Quinn, LLC
Portuguese Holy Ghost Society, Inc.
Powder River Corp
Preston City Congregational Church
Pulmonary Physicians of Norwich, P.C.
Quality Data Service, Inc.
Randall Realtors
Republican Legislators Fund
Ridley-Lowell Business & Technical Institute
Rogers Corporation
Sacred Heart Mission Club (Taftville)
Shantok Package Store Customers
Shoreline Pulmonary Associates, LLC
SNS Electric, LLC
Soundview Orthopaedic Associates LLP
Southeastern Connecticut Women's Network
Standard Sprinkler Corp.
Suisman, Shapiro, Wool, Brennan, Gray &
Greenberg, P.C.
Surgical Specialists of Charlotte, P.A.
Teamsters Local Union No. 25
Teamsters Local Union No. 671
Thames Urology
Thames View West, Inc.
Thamesville Athletic Club
Thomas L. Neilan & Sons Funeral Home
Thompson & Johnson Equipment Co.
Time Warner Cable
Town of Colchester
Tubby Smith Enterprises, LLC
UAW Local 2121
UCS Hospice Breakfast Club (Baltic)
University of Connecticut School of Social
Work
Unum Matching Gifts Program
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Virginia Natural Gas-AGL Resources
Waitte's Insurance Agency, Inc.
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Waterford Women's Club
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