

Change



Riding the Waves of Change

OUR MISSION:

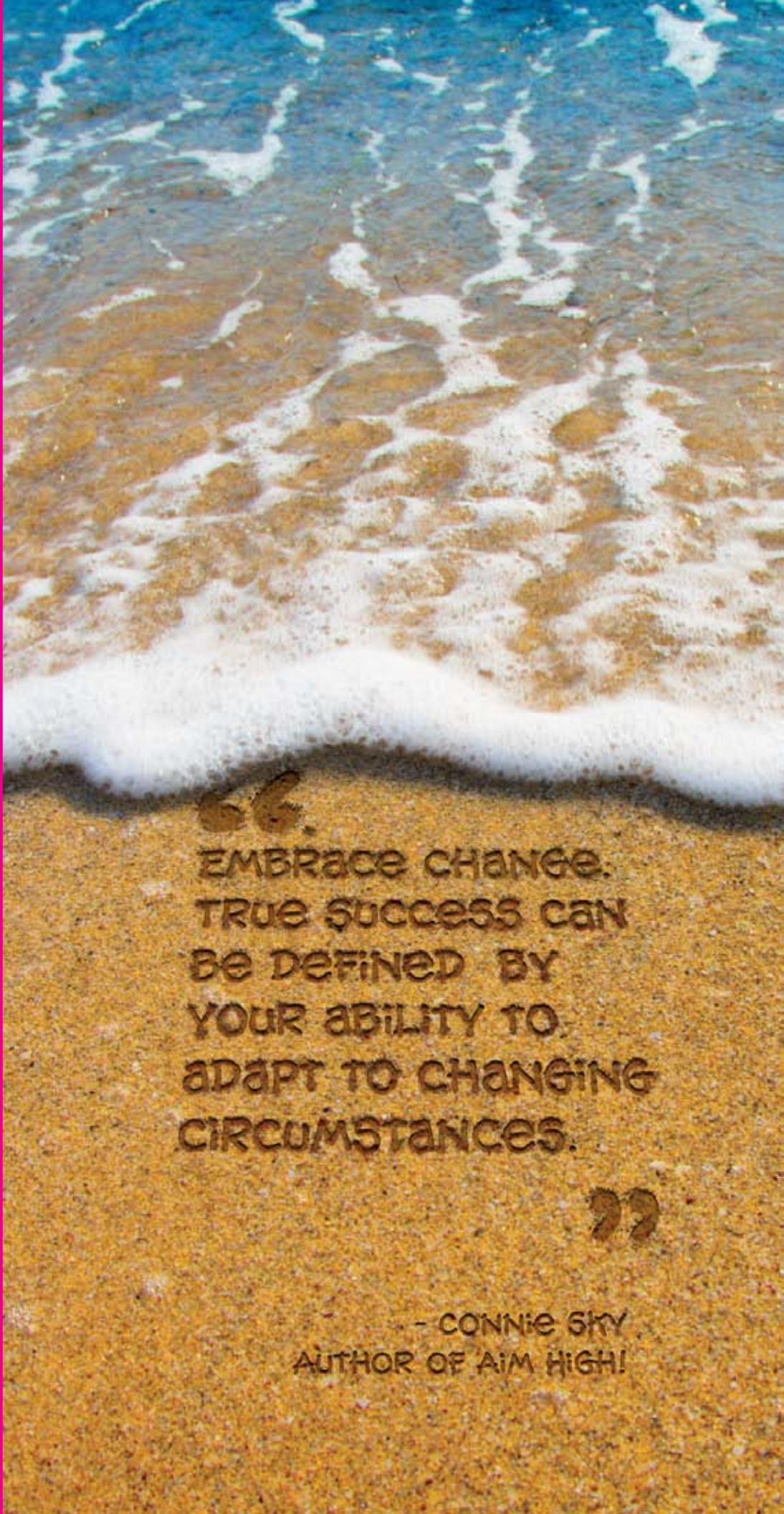
To provide quality care for people with life-limiting illnesses and support for their loved ones before and after death.

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.



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
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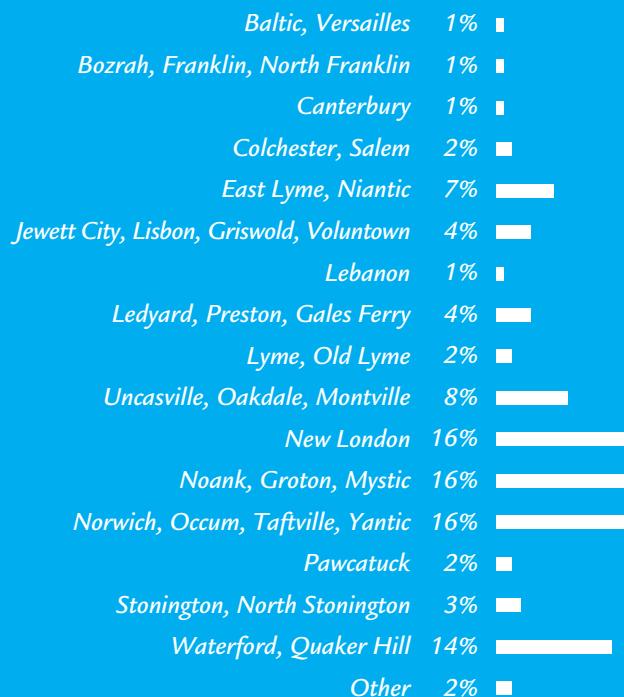
Non-Operational Income

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

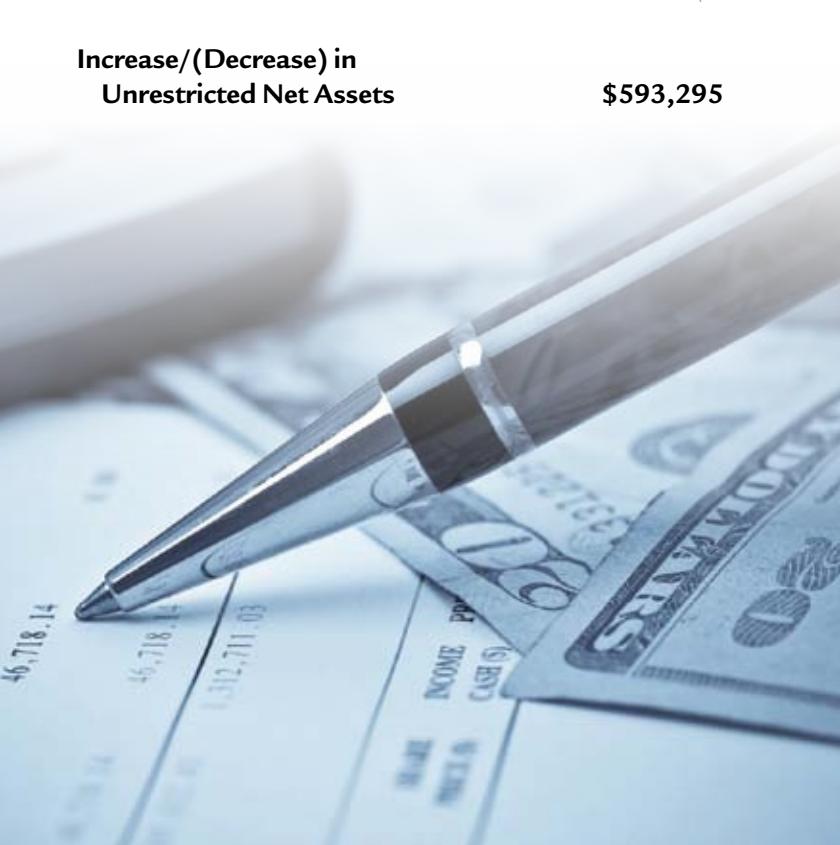
Unduplicated Patients

648 637
2011-2012 2010-2011

Patients Served by Town



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.

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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, CHPA
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
Niantic Bay Yacht Club

Stonington Dinghy Club
Thames Yacht Club

Sponsors & Contributors

ABC PhotoLab
Arrow Paper Party Rental
Carmine's Package Store
Chelsea Groton Bank
CMB Creative Group
Cottrell Brewing Co.
Crocker's Boatyard
Dog Watch Café
Dominion Nuclear CT, Inc.
Evolution Sails
Financial Security Group, Inc.
Flanders Fish Market
Lavender Design
Lawrence + Memorial Hospital
Mallowe's Jewelers
Mohegan Sun
Mystic Arts Center
Mystic Schooners

Mystic Shipyard
Oncology & Hematology
Association, P.C.
Quality Printers
Rock 'N Soul Revue
Rotary Club of Niantic
Sea Swirl
Seaport Marine
Secor's Auto Group Center, Inc.
Slippershell Galley catering by Carol
Faye
Sperry Tents
The Day
The Mystic Group
Village Wines and Spirits
Waterford Group Charitable
Foundation
The William W. Backus Hospital

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
Brown Jacobson, P.C.
Connecticut Tigers
Eastern CT Hematology & Oncology
Eastern Federal Bank
Freeport-McMoran Copper & Gold
Holdridge Farm Nursery
J. H. Cohn, LLP
Jewett City Savings Bank
KOOL 101 FM
Lawrence + Memorial Hospital

Le Francois Floral and Gifts
Mohegan Sun
NFA Project Outreach
Nutmeg Companies, Inc.
Olde Tymes Restaurant
People's United Bank
Sayet & Seder, Attorneys at Law
The Day
The William W. Backus Hospital
Wireless Zone

Sneaker for a Buck Participants

Irene's Family Restaurant
SAVA Insurance
Shoreline Dental Associates

Tri Town Foods
Wireless Zone

WALK Business Teams

Acorn Acres
Jewett City Savings Bank
Lathrop Vending
Regency Heights

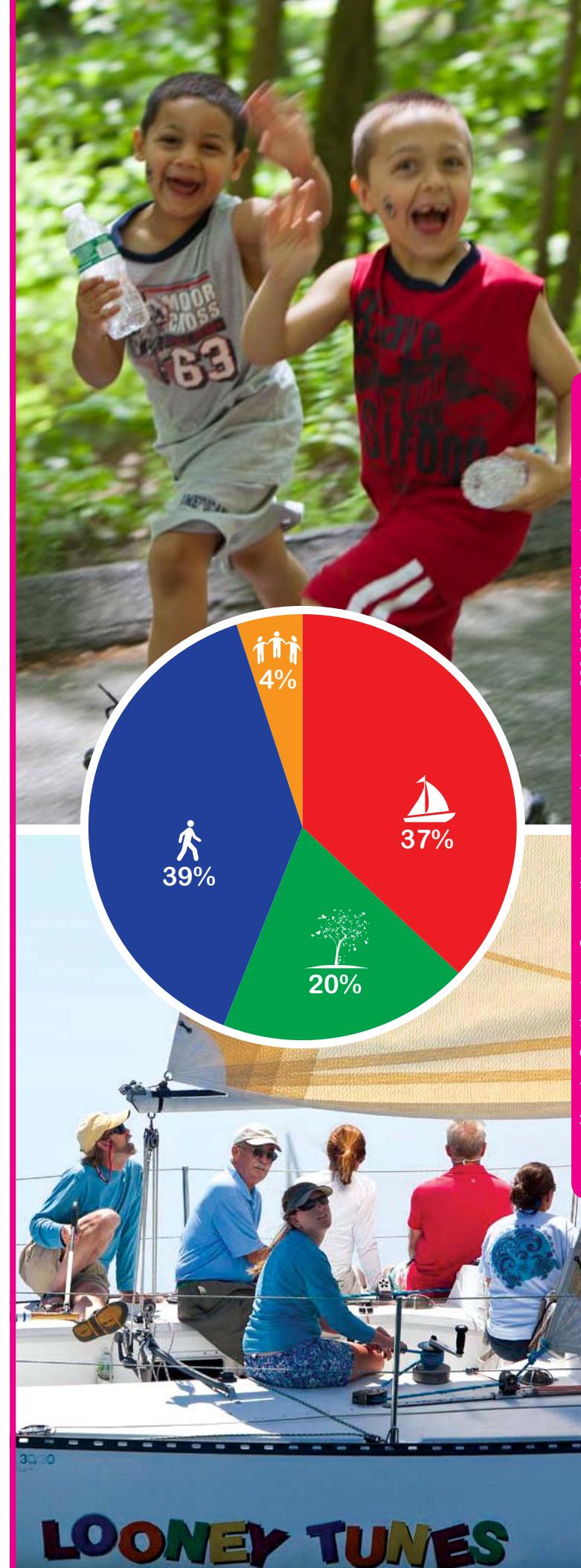
Ridley-Lowell Business & Technical Institute
Sava Sole Sisters
Season's Buffet
Whole Life

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



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
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Mrs. Corinne S. Winalski

Guardian • \$2500-\$4999

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Community Health Charities
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Mrs. Ethel DuCharme
Mr. Dennis Jones
Mr. Edward Martin
Mr. and Mrs. G. W. B. White II

Angel • \$1000-\$2499

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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.
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Pfizer Foundation Volunteer Program
SAVA Insurance Group, Inc.
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Waterford Group Charitable Foundation
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ADM. and Mrs. John Padgett
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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 Assc.
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)

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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Brigadoon Bed & Breakfast
Brown & Knapp Insurance Broker's, LLC
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Connecticut Multiple Listing Service Inc.
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Dog Watch Cafe
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Mohegan Sun
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People's United Bank
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SNET - Former Employees
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 Mrs. Marilyn Wronowski
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 Teamsters Local Union No. 671
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 Thames View West, Inc.
 Thamesville Athletic Club
 Thomas L. Neilan & Sons Funeral Home
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 Tubby Smith Enterprises, LLC
 UAW Local 2121
 UCS Hospice Breakfast Club (Baltic)
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