

## Choosing the Comfort of Inpatient Hospice Care



Joe Manghan surrounded by family and friends at The Samaritan Center at Voorhees.

At age 17, Joseph Manghan IV was diagnosed with Ewing's Sarcoma – a rare cancer affecting 225 U.S. children and teens each year. As he fought three recurrences of the disease, his lifeline to the outside world became a close group of video gaming friends that he first met online in 8th grade.

Then at age 23, Joe faced a difficult decision: continue treatments with a low prospect of cure or consider his doctor's proposal of Samaritan's hospice care.

Joe chose the comforting care offered at The Samaritan Center at Voorhees. There he focused on relieving his severe pain while having his family with him around the clock.

During his stay, Joe mentioned a special wish. After years of playing video games online, he would somehow like to meet his friends in person. To his surprise, his wish came true.

Nick was the first to visit, "at first Joe didn't recognize me." But then, mom Susann suggested that Joe close his eyes and listen to the voice. "It took him a moment, but watching that realization come over his face is something that I'll never forget!" said Nick.

Meanwhile, other members of the group organized a pilgrimage to meet and support their friend. Liam and David travelled from Eastern Canada, Josh from Oklahoma, Doug from Ohio, and Wyatt from Western Pennsylvania.

The guys enjoyed cheesesteaks and camaraderie, creating an unforgettable memory.

Susann said, "Despite hardships, there are so many beautiful things that happen along the way. There are so many angels on earth, good people around us to make the unbearable bearable and help us through the hardest moments."

Susann counts the Samaritan staff among these angels who cared for and supported Joe and his family in the things that mattered most to them.

Susann took comfort in his "perfect death – surrounded by those he loved and loved him. He did not suffer. He was at peace."

## Choosing Samaritan Impacts the Community

When you choose Samaritan as a recipient of your charitable giving, you enable Samaritan to serve more people in more ways.

### Non-Reimbursed Services

- Care for the uninsured and underinsured
- Grief support
- Veteran care
- Volunteer services
- Complementary therapies: massage, music, and pet
- Medical equipment and supplies

### Education and Advocacy

- Hospice/palliative fellowship
- Medical and nursing students
- Social work and music therapy interns
- Educational programs for physicians and other healthcare professionals
- Legislative education and outreach

### Community Outreach

- *Timely Conversations* workshops and *Five Wishes* advanced care planning tools
- Community education and inclusion programs and workshops
- Partnerships and collaborations with community agencies, Veteran groups, faith communities, businesses, and corporations

## Offering Four-Star Veteran Care



Samaritan is a proud recipient of four stars, the highest honor, in the *We Honor Veterans* program created by National Hospice & Palliative Care Organization in collaboration with the Department of Veterans Affairs. Samaritan recognizes the distinctive needs of Veterans, including different war experiences and traumas, with respectful inquiry, compassionate listening, and grateful acknowledgment.

Col. (Ret.) Claude Schmid, a Veteran-to-Veteran volunteer, visits Veteran hospice patients. As a U.S. Army officer, Claude served in combat units around the globe, completed two tours of duty in Iraq, and held seven command positions. This prompted his hospice volunteer service, understanding that Veterans – as a distinct culture with their own language and experience – can develop strong camaraderie with other Veterans who "get it."

Pictured: Sally Cezo, director of volunteer services, with Claude Schmid, 2018 *NJ Biz Healthcare Heroes* volunteer of the year finalist.



### Vet-to-Vet Volunteer Program

Help your fellow vets on Samaritan's hospice program feel appreciated by sharing service stories and experiences, participating in pinning and medal presentations, and more. We will train. Call Samaritan at (856) 552-3238.

Pictured left: As part of Samaritan's Veteran hospice program and thanks to generous community support, Samaritan recognizes U.S. Army Veteran Theodore Thomas for his service. Wife Dorothy Thomas, Social Worker Tracy Bishop, Spiritual Support Counselor Marian Mitchell, and Nurse Marianne Yheaulon surround Theodore. Learn more about this community-funded recognition program: [Samaritannj.org/giving/ways-to-give/veteran-blankets](http://Samaritannj.org/giving/ways-to-give/veteran-blankets).





Dear Friends,

Once patients and their families receive the gift of hospice and experience the love, care, and support of the Samaritan team, they often express that they wish they had called us sooner.

We are here to serve you and your loved ones from the time you are diagnosed with a serious illness through your final, precious days. We are sincerely thankful for the opportunity to serve, and we are humbled by the opportunity to promote comfort, dignity, and quality of life for those living with serious illness or grief.

Your 2018 support enabled us to provide this comprehensive, compassionate, quality care.



Thanks to your contributions of time and financial support, we were able to care for more people in 2018 than ever before, serving an average of 473 patients each day in their homes, nursing homes, assisted-living facilities, or in our inpatient centers in Mount Holly and Voorhees. This is a 6% increase over 2017.

These numbers don't reflect the people who've heard our message about the importance of advance care planning; received complementary services such as massage, music, or pet therapy; benefitted from grief support; or experienced a palliative care consultation. In 2018, our palliative care consults grew to over 11,000.

Through this report, we hope that you'll feel our pride in, and our gratitude for, the community benefits that your gift makes possible. With your ongoing support, we will continue to provide the essential care that restores wholeness of self and supports family caregivers in their time of need.

Mary Ann Boccolini  
President/CEO

Phillip Heath  
2019 Board Chair

## A Year in Review

3,323  
HOSPICE  
PATIENTS

11,020  
PALLIATIVE  
CONSULTATIONS

6,292  
BEREAVEMENT  
SESSIONS

24,809  
VOLUNTEER  
HOURS

8,140  
DONATIONS

## Giving Thanks, Preserving Memories



Thanks to generous donors and volunteers, Samaritan delivered 570 meals to 140 patients and their families as part of the organizations' annual *Giving Thanks, Preserving Memories* project.

Its goal was to provide a happier Thanksgiving by allowing families to enjoy time together without the worry of preparing a traditional holiday meal.

"This project was conceived 18 years ago by our teen volunteers as a beautiful gift to our families – a lovely way to brighten their holidays," explains Sally Cezo, director of volunteer services. "It remains a truly inter-generational event with small children helping their parents to make deliveries, teens helping to create beautifully filled baskets, and adults of all ages volunteering their time and talents."

Pictured: Sharon Wenner, volunteer recruiter and youth coordinator, with SamariTeens Blessing and Joy.



## Correcting Misconceptions

Despite the information available on palliative medicine and hospice care, there are many misconceptions that often cause people to avoid or delay accessing these specialties and taking advantage of the practical services included within these benefits. Samaritan is committed to helping more people understand how these services can help them, and their loved ones, when a life-threatening illness strikes.

Over the course of the year, Samaritan educated current and future healthcare providers and members of the community about these important benefits, plus advanced care planning, in an effort to increase access to care.

Pictured: Darryl and Andrea Gladden and Ashwin Mahadevan, family members of Samaritan patients, presented with Chief Medical Officer Dr. Stephen Goldfine at the New Jersey Healthcare Executive Leadership Academy, an initiative to build stronger leadership among physicians and executives from hospitals, post-acute providers and health plans.

## Advocating to Improve Care

In 2018, the New Jersey Governor's Advisory Council on End-of-Life Care released a report that outlined 26 recommendations to improve the current state of end-of-life care delivery in New Jersey. The report spurred much needed attention and policy change, and Samaritan was there to educate our state and federal legislators and advocate for policies to enhance care for patients and their family members.

# Supporting Charitable Mission through Special Events

Samaritan events raised \$390,000 thanks to the commitment of dedicated volunteers and generous sponsors, donors, and participants



The Celebration of Life Gala, presented by Holman Enterprises, raised \$215,000. The event celebrated our community's Veterans and focused attention on the services our community offers to assist active military and Veterans throughout their lives.

Honorary celebrants pictured: Captain Joseph P. Costabile, MD; Donald M. Tretola; Kristi Howell; Major General Steven J. Hasem; and Debra DeLorenzo



Sponsored by The Richardson Family Dealerships, Samaritan's 28th annual golf tournament, Drive FORE! a Good Cause, raised \$175,000 to support Samaritan's not-for-profit programs and services.

Picture: Cliff Mancine, golf committee co-chair; Roy Fazio, golf committee co-chair; Jim and Shirley Richardson of The Richardson Family Dealerships; John Gillespie, 2018 board chair; and Mary Ann Boccolini, president/CEO



## Choosing A Lasting Tribute

Samaritan is the grateful recipient of memorial gifts from the family members, friends, and colleagues of those who have chosen our comforting care. In 2018, Samaritan offered a new way to create a lasting tribute for the special people in your life while supporting Samaritan's non-profit mission. Engraved earth-tone memorial pavers installed as borders on the walking paths around the gardens at The Samaritan Center at Voorhees offer a permanent expression of recognition.

For more information: [SamaritanNJ.org/giving](http://SamaritanNJ.org/giving).

## Changing the Palliative Conversation



While palliative care is a relatively new medical specialty, research is proving its value to patients living with serious illnesses. Leading the way as an early innovator, Samaritan launched its palliative care program in 2009.

Approaching the 10th anniversary of Palliative Medical Partners, Samaritan's medical experts, provided over 11,000 palliative care consultations in 2018, nearly double that of 2017.

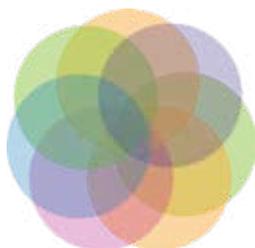
We know that the number of individuals who need palliative care will only continue to grow, so Samaritan is working to educate medical professionals, patients, caregivers, and families about its benefits. Through greater understanding, and with your continued support, we'll be able to increase access for more patients who can benefit from symptom and stress relief from a serious illness, all with the goal of improving the quality of life for both our patients and their families.

Picture: Sara Pagliaro, DO, who was named Samaritan's first associate director of palliative medicine.

## 2018 Audited Financials

<b>Net Revenue</b>	
Patient Service Fees	\$ 37,535,742
Public Support	\$ 1,185,060
<b>Total Revenues</b>	<b>\$ 38,720,802</b>
<b>Expenses</b>	
Salary & Benefits	\$ 24,362,979
Patient-Related Expenses	\$ 7,319,945
Office & General	\$ 4,517,660
<b>Total Expenses</b>	<b>\$ 36,200,584</b>
<b>Operating Income</b>	<b>\$ 2,520,218</b>
<b>Non-Operating Loss (net)</b>	<b>\$ (1,033,340)</b>
<b>Change In Net Assets</b>	<b>\$ 1,486,878</b>

Visit [SamaritanNJ.org/giving/samaritan-donors-list](http://SamaritanNJ.org/giving/samaritan-donors-list) to view our complete list of 2018 donors.



## Commitment to Diversity and Inclusion

At Samaritan, we are committed to increasing access to care for underserved populations through education, outreach, and connecting with each other, those we serve, our community, and our world with cultural humility and respect. In 2018, Samaritan's own diverse team leaders developed a unique, interactive, cultural competency workshop for all staff, plus incorporated it into Samaritan's new team member orientation. We also continued to evaluate the manner in which we provide care to ensure it's implemented in alignment with the national standards for culturally and linguistically appropriate services.



## Choosing Quality Care

For the fifth year in a row, Samaritan was voted 'highest quality of care' by family caregivers.

Healthcare First Hospice Honors is a prestigious annual review recognizing hospices that continuously provide the highest level of quality as measured from the caregiver's point of view.

Samaritan President/CEO Mary Ann Boccolini said, "This honor validates our deep commitment to quality and our staff's year-round commitment to excellent patient care and family support."

### STAY UPDATED!



SamaritanNJ.org



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### 2018 Community Benefit Report

## Choosing Help and Peace of Mind

After open-heart surgery, John Antolik moved into the home of his daughter Josephine Rickert and her family. For four years, Josephine cared for her father as his health declined.

"I didn't know where to turn," she remembered. "My family was helping me, but I couldn't do it on my own anymore." A friend suggested she call Samaritan – and a team was there to support Josephine the next day.

"Samaritan was amazing. They went to such lengths for his care, and always helped maintain his dignity. I could count on them for everything."

Toward the end of John's life, Samaritan prepared Josephine and her family for the loss. The day he passed, "the hospice nurse placed a blue clay heart in my father's hand, then placed my hand over it," Josephine said. "It was beautiful. I've always kept that heart with me."

The clay heart was so special to Josephine's family, when her son and his fiancé began planning their wedding, they asked to borrow the heart as the bride's "something blue."

Josephine said she was grateful for the peace of mind Samaritan provided – both in providing comfort for her father and in their compassion for her family. "They were there for the dying, and for the living people too," she says.



Josephine Rickert and her father John Antolik



Samaritan's clay hearts, a volunteer-driven initiative created by an inter-disciplinary team of staff, are presented to hospice family caregivers through a special ritual as a token of remembrance for the loss of their loved one. The heart is an integral part of an informative bereavement packet. If you'd like to make clay hearts, contact Sharon Wenner at (856) 552-3238 or swenner@SamaritanNJ.org for more information.

Pictured: A member of Rowan University's Circle K Club makes a heart out of various colors of Sculpey clay.