

Samaritan Center at Voorhees Opens

A year of growth, fulfillment as nine-year dream realized



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2016 AT A GLANCE

Samaritan was privileged to impact many lives last year through our core services of hospice, palliative, and transitional care; grief support and counseling; and educational outreach to community groups and healthcare professionals.

3	Words that reflect our philosophy of care: <i>Comfort, Support, Dignity!</i>
2,771	Home hospice patients and families
608	Inpatient hospice patients and families
404	Average daily hospice patients
3,776	Palliative care patients
8,311	Palliative consultations
2,531	Massage therapy visits
633	Music therapy visits
153	Transitions clients
9,336	Bereaved family members served
35	Grief support groups
22,544	Volunteer service hours
410	Volunteers
67	Teen volunteers from 29 schools
\$601,925	Value of volunteer service
176	Community and professional educational programs
9,220	Donations

1. (From left) Chief Medical Officer Stephen Goldfine, MD; President/CEO Mary Ann Boccolini; Board Chair John C. Gillespie, Esq.; Senator Jim Beach at The Samaritan Center at Voorhees Dedication.

2. Karen Lubert, a Capital Campaign donor, visits the under-construction wing her gift made possible.

3. Clinical Manager Susan Fisher, RN, a 24-year employee, with husband Darrell at one of a series of "Sneak Peek" open houses for staff, volunteers, healthcare partners, and their families.

4. (From left) Massage Practitioner Amy Goonewardene, LMT; President/CEO Mary Ann Boccolini; Board Member Lawrence DiVietro; Professional Relations Specialist Amy Maricondi; Unit Secretary Sandy Monaghan deliver a beam signed by contributing staff and Board.

5. President/CEO Mary Ann Boccolini and Chief Medical Officer Stephen Goldfine, MD share blueprints on a construction tour by New Jersey Health Commissioner Kathleen Bennett.

6. Long-time Samaritan volunteer Peggy Morgan and her husband Steve are gratified to tour the spacious bedroom donated in memory of each of their parents.



Dear Friends,

Shared Gifts Impact Lives

"May you experience each day as a sacred gift woven around the heart of wonder."

This single sentence by author John O'Donohue perfectly captures the heart of Samaritan's mission – in 2016 and throughout our 37 years of service. Because what we do is all about embracing each day by sharing our unique gifts. One grateful son wrote, "...everyone came around and surrounded us with special gifts. Gifts of comfort, gifts of prayers, gifts of hugs, tender touch, gifts of listening to our needs."

You, our cherished donors and volunteers, make Samaritan's heartfelt gifts possible through *your* gifts. In 2016, our 410 volunteers shared their talents and time in 22,544 hours of service. Your financial generosity – counted among more than 2,500 capital gifts and 6,700 gifts in support of programs, services, and uncompensated care – benefited your family, friends, and neighbors who reached out for our help.

We are proud to share our 2016 audited financials and service highlights with you. Together, we forged a milestone year! We realized a nine-year dream with the opening of The Samaritan Center at Voorhees – South Jersey's first freestanding inpatient hospice. St. John of God Community Services became the fourth South Jersey organization to name Samaritan its preferred provider of palliative care. Our recognition of the 439 veterans we cared for touched – and at times – healed hearts that sacrificed and served. And for the third consecutive year, family caregivers highly rated our quality of care to earn us 2016 DEYTA Hospice Honors, a distinction we recently repeated for 2017.

We are deeply grateful for your past support. In deference to printing and environmental costs, we have posted our complete donors' list at SamaritanNJ.org.

We ask for your ongoing commitment to our work so that we may continue to weave the gifts of comfort, support, and dignity into each sacred day of those we are privileged to serve.

Mary Ann Boccolini
President/CEO

John Gillespie, Esq.
Chair, Board of Trustees

SJOGCS Chooses Samaritan as Preferred Provider



Ronnie Takakjy (right), with brother Rex and mom Marlene, received comfort care from Samaritan through our partnership with St. John of God Community Services.

St. John of God Community Services (SJOGCS) and Archbishop Damiano School (ADS) formally named Samaritan the preferred provider of palliative care for its medically frail students and clients with special needs.

Samaritan's preferred provider status formalized a pilot program with ADS since 2012 and extends this collaboration to SJOGCS' full spectrum of programs and services.

"We are offering our children, our families, and our staff an extra layer of support from an organization we trust," says Brother Thomas Osorio, OH, executive director of SJOGCS.

SJOGCS joins the Kennedy, Lourdes, and Virtua systems in naming Samaritan a preferred palliative provider.

The Power of Palliative Care



Palliative Care Nurse Practitioner Jeannette Kates, APNC, GNP-BC visits with Jackie Clarke – one of Samaritan's 3,776 palliative patients.

"I was a mess before I came here," said Jackie Clarke. But coming here – to Samaritan's Palliative Medical Partners' practice – took some convincing for the 55-year-old grandmother living with ovarian cancer. Her oncologist mentioned it "ten times" before her pain, fatigue, anxiety, and abdominal distress drove her to give this little-known specialty a try.

The difference has been life-changing! She's getting out more. Getting the right medications and eating the right foods have reduced her pain, depression, and hospital visits. Best of all? She's feeling up to family visits. "They're thrilled I'm now able to say yes!"

Samaritan and You Honor Vets



Certified Home Health Aide Frances Emile thanks Navy Veteran Cindy Hall for her service to our country.

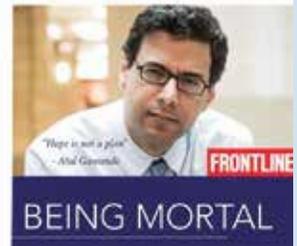
As a four-star hospice (the highest level) in the national We Honor Veterans program, Samaritan served 439 veterans last year through respectful inquiry into their service status and experience, compassionate listening, and grateful acknowledgement and recognition.

You, our donors, helped us honor patients such as Navy Veteran Cindy Hall through your support of specially created pins, certificates, and blankets proclaiming "Samaritan Honors Veterans."

In very poignant presentation ceremonies by our hospice team members, our veterans and their families know that their service and sacrifice have not been forgotten.

Samaritan welcomes speaking engagements to make veterans aware of their hospice benefits, and also offers volunteer opportunities visiting veteran patients.

For more information on how you can help us honor veterans, visit SamaritanNJ.org.



The Gift of Understanding

How to live with serious illness and how to communicate care wishes at end of life are just two of the topics covered in more than 170 community presentations and in-services for healthcare, legal, financial, and mortuary professionals last year. Samaritan supervised nine medical residents, mentored field placements for healthcare students, and offered extensive training programs for staff and volunteers.

2016 highlights included: A guest pondering the submissions written on the *Before I die...* chalk board at the 2nd annual #BeforeIDie festival, co-sponsored with the Courier Post and Perkins Center for the Arts; Dr. Stephen Goldfine, Chief Medical Officer, educating healthcare professionals on broaching end-of-life conversations at state-wide educational conferences such as the Medical Society of New Jersey and the New Jersey Academy of Family Physicians; 25 showings/discussions in community and medical settings of PBS Frontline's *Being Mortal* documentary.

Caregiver-Driven Honors in 2016 and '17

Samaritan Proudly Earns DEYTA Honors for 4 Consecutive Years!



This prestigious program of Deyta Analytics, a division of HEALTHCAREfirst, recognizes hospices providing the highest quality based on caregivers' survey responses to the national Hospice Consumer Assessment of Health Provider Services.

Your Dollars Do So Much:

Comfort, Support, Underwrite, Supply, Build

Compassionate Non-reimbursed Patient Services and Community Benefit Programs

- Home Hospice Care for the Uninsured
- Inpatient Hospice Care for the Uninsured
- Complementary Therapies
- Volunteer Services
- Bereavement Services
- Medical Equipment and Supplies
- We Honor Veterans Services
- Education, Advocacy, and Outreach

2016 AUDITED FINANCIALS

Net Revenue	
Patient Service Fees	\$ 29,672,945
Public Support & Capital Pledges	\$ 1,307,633
Total Net Revenues	\$ 30,980,578
Expenses	
Salary & Benefits	\$ 19,210,661
Patient Related Expenses	\$ 6,362,166
Office & General	\$ 3,716,201
Total Expenses	\$ 29,289,028
Operating Income	\$ 1,691,550
Investment Market Gain or (Loss) and Other Non-Operating Revenue	\$ 695,367
Change In Net Assets	\$ 2,386,917

Please visit SamaritanNJ.org to view our list of 2016 donors.

2016 Community Benefit Report

- The Impact of Your Gifts
- 2016 Audited Financials
- First Freestanding Inpatient Center Opens
- Deyta Quality Award
- Service Highlights & Stories



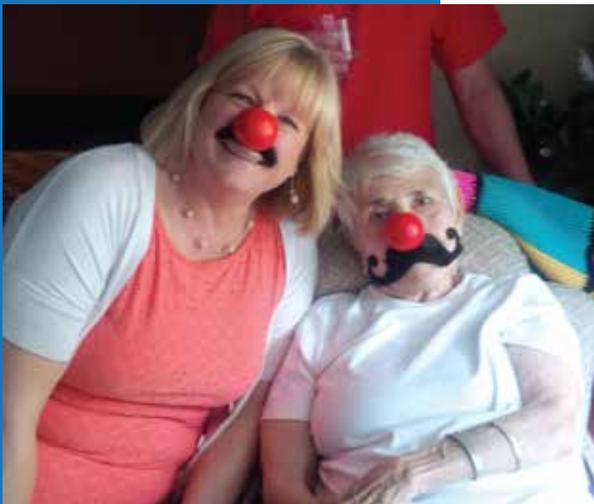
Ribbon cuttings celebrated the next level of hospice care

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Celebrating the Gift of Laughter



Sherri Brake, LSW keeps a trunkful of props ... clown noses, funny glasses, tiaras, magic wands – and more. Sometimes, they're just the thing to help her tease a smile or ease a trying time for one of her hospice patients.

Her prop of choice on a visit with 84-year-old Elizabeth "Betty" Rizzotte was a black moustache on a stick to help brighten Betty's melancholy. Betty loved the silliness and began incorporating it into her funeral planning with Sherri. All guests should wear bright colors to her funeral, she decreed. No black allowed! And they should drink her favorite martini (or two) in her honor.

But it all sounded too good to miss! So funeral planning morphed into planning a celebration of life – one where "everyone should also wear mustaches," said Betty.

A select group– including Betty's Samaritan team – gathered wearing colorful attire and jaunty mustaches. They drank vodka martinis. The happy guest of honor said, "I feel so blessed that I was able to be part of something I desperately didn't want to miss."

Samaritan's team continued to provide comfort and share joy until Betty's passing several months later. "She knew her Samaritan team 'had her back' until the end," says Sherri.

Visit SamaritanNJ.org to learn more about Samaritan's hospice services, and to obtain helpful resources on having Timely Conversations with family members and healthcare professionals to let them know your wishes if you became unable to speak for yourself.

STAY UPDATED!

