

Community Benefit Report

Samaritan Impacting Lives Through Comfort, Support, And Dignity

Serving Locally and Globally



536 Veterans Received Hospice Care

Samaritan's hospice team (from left), Veronica Montgomery, RN, Susan Cedrone, LCSW, Rev. Joseph DeSantis, and Ryan McMillian, M.Div., MFT present WWII veteran Joseph Alexander a Samaritan Honors Veterans blanket. These special recognition blankets honor veterans for their service to our country and are possible thanks to generous community support.

570 Dinners for 150+ Patients & Families

Samariteen volunteers Kristen Brown, Cameron Wallace, and Teagan Havens help Kimberley Corda, RN (left) load Thanksgiving baskets with turkey, fixings, and decorations in her car for delivery to patients and their families. Our 17th annual donor-supported *Giving Thanks, Preserving Memories* project, prepared by Crowne Plaza Cherry Hill's culinary team, helps preserve the memories of what could be a last Thanksgiving holiday together.

Sharing Supplies, Clothing, Expertise

Six Samaritan staff and volunteers arrive in Uganda for a humanitarian mission with our "sister hospice" Kawempe Home Care (KHC). From left: Gerever Niwagaba, KHC Program Manager; Andrea Dean, RN, Professional Relations Specialist; Kristen Cole, RN; Sara Komugisha, KHC Medical Services Manager; Stephen Edwards, Volunteer; Maria Assumpta, KHC Volunteer; Linda Brennan, Volunteer Coordinator; Meena Edwards, RN; Susan Kupersmith, Volunteer; Dr. Samuel Guma, KHC Executive Director.



How Your Gifts Help Samaritan Impact Our Community's Well-Being

Your generous support enables Samaritan to serve more people in more ways. Through individual, corporate, and foundation gifts, grants, partnerships, and volunteer time and talent, you help us make possible the many projects, services, and programs below that enhance the lives of our patients and families, and the well-being of our community.

Non-reimbursed Services

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

Education and Advocacy

- NJ's first Hospice - Palliative fellowship
- Medical and nursing students
- Social work and music therapy interns
- Accredited educational programs for physicians and other healthcare professionals
- Legislative education and outreach

Community Outreach

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

Inpatient Hospice: The Samaritan Centers at Mount Holly and Voorhees

3,325

HOSPICE PATIENTS

6,877

PALLIATIVE CONSULTATIONS AND FOLLOW-UP VISITS

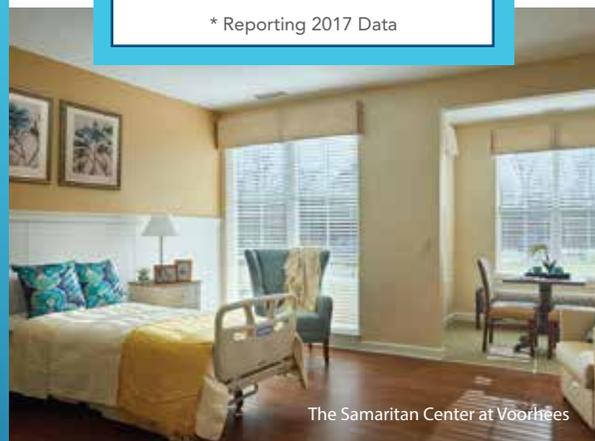
5,475

BEREAVEMENT COUNSELOR CALLS AND VISITS

25,194

VOLUNTEER HOURS

* Reporting 2017 Data



People underestimate the impact of a new reality.

Physicist Joseph Incandella

Joseph Incandella's words – written about a groundbreaking physics discovery – could just as easily describe the many ways Samaritan's programs and services impact people, families, and the communities we serve.

We know too well how an unexpected diagnosis can change someone's universe in an instant. Or how family members, thrust into a new reality of caregiving, feel pushed beyond their comfort zone to help loved ones navigate a complex healthcare system. We witness the painful yet necessary process of grieving losses – health, independence, or someone we cherish – and the physical, emotional, and spiritual journey toward a more hopeful "new normal."

In each of these new realities, Samaritan was there to help – thanks to your 2017 contributions of time and financial support.

Together, we helped people prepare for impactful life events through extensive education and outreach, an innovative pilot program, and new initiatives to increase inclusion, diversity, and access. With your support, we increased access to hospice care serving our highest average of 445 patients each day, an increase of 9.5% over 2016. Contributing to this growth, The Samaritan Center at Voorhees completed its first year of operation. The Center has provided a serene environment for patients and families while offering a new venue for community meetings, and exhibition space for local artists.

Through this report, we hope you'll share our pride in the community benefits your gifts make possible. We ask for your ongoing commitment so we may continue cushioning the impact of life's realities with care and compassion for those we serve.



Mary Ann Boccolini
President/CEO



John Gillespie, Esq.
Chair, Board of Trustees

Leading the Way, Spreading the Word

Palliative Education and Community Outreach Highlights

Leading

- Collaboration with Horizon Blue Cross/Blue Shield New Jersey (HBCBSNJ) on a palliative pilot program for high-need patients with advanced illness. The program transforms service delivery and patient experience during the last 24 months of life, by providing access to supportive palliative staff, and 24/7 palliative crisis management.
- Achieved DEYTA *Hospice Honors*, and successful reaccreditation by The Joint Commission – the "gold standard" of healthcare

Listening

- Convened a diverse Community Advisory Committee, chaired by Board Member Nandini Natrajan, Ph.D. to foster greater inclusion, diversity, and access
- Engaged in relationship building with members of underserved communities to learn more about how to provide them the most culturally-sensitive care

Learning

- Presentations at statewide conferences: Medical Society of NJ, LungForceNJ, and the inaugural session of NJ Health Education Leadership Academy (NJHELA)
- More than 200 in-services at medical offices and hospitals
- Supervision of six medical residents and 1,080 hours of field mentorship for 135 healthcare students in a variety of disciplines
- 379.5 hours of continuing professional education programs and 55 presentations to community groups including hospice, palliative, and caregiving topics, plus *Timely Conversations* which encourages earlier family and physician discussions to mesh treatment choices with patient/family wishes
- 12th annual workshop by *Via Lucis* Ministry for Catholic Patients and Families
- 3rd annual *#BeforeIDie* community engagement event co-sponsored with the Courier-Post, and Perkins Center for the Arts
- Participation in *Conversation of Your Life* consortiums in Burlington, Camden, and Gloucester counties through the Mayors' Wellness Initiative of the Quality Healthcare Institute of New Jersey
- Distribution of more than 3,500 copies of *Five Wishes*, an easy-to-understand advance care planning tool



Nandini Natrajan, Ph.D., with Community Advisory Committee Volunteers Andrea & Darryl Gladden, share their families' experiences at the inaugural session of NJHELA – a six-month project challenging medical, hospital, and insurance leaders to collaborate on improving end-of-life care. Chief Medical Officer Stephen Goldfine, MD (not pictured) presented the keynote.



Vinita Ganju, Ph.D., wears two volunteer service "hats" at one of the many community events Samaritan supported last year: representing the Indian Temple Association, where she serves as a Board member, and Samaritan, where she is an ambassador volunteer on the Community Advisory Committee.

The Art of Loving Nana

Yovette Voiles was one of the 680 patients The Samaritan Center at Voorhees has lovingly cared for since its December 2016 opening

Yovette Voiles was the cool grandmother everyone dreams of.

John Voiles remembers how sharp his Nana was, even in her 90's. "She would read the entire *Inquirer* every day, could tell you what the Kardashians were up to, and once asked me what the letters YOLO meant," he chuckled. His answer, "You only live once," seemed the perfect description of how vibrantly she lived her life.

While their parents worked, Nana was the after-school caregiver and designated carpool driver for John, his brother Sean, and his sister Colleen.

The Cherry Hill Board of Education retiree shared her love of needle arts with her family – sewing, knitting, crocheting afghans "by the dozens," and teaching herself to quilt at age 70.

Shaun Honold, John's long-time girlfriend, describes how his devotion to Yovette won her heart. "When one of John's co-workers set us up on a date, she mentioned how he took such good care of his Nana, driving her places, taking her to dinner, and on shopping



John and Yovette Voiles



Vickie Mathas
Reiki Hands

Art of Healing

Two shows each year at The Samaritan Center at Voorhees offer local artists the opportunity to exhibit their works while providing patients, families, visitors, and staff the therapeutic benefits of art.

trips. I knew he was a special guy."

So, for their 12 years together, Shaun and John looked in on, and looked out for, Nana. Last year, they moved in with her as age and a variety of medical problems began to slow her down.

Eventually, Nana and the family chose Samaritan's hospice care instead of more aggressive treatments and physical therapy. "She was very weak and not walking well," says John.

"She wanted her pain to be relieved, to be at peace in whatever time she had – and that's what Samaritan did."

During their first visit to The Samaritan Center at Voorhees Shaun admired the furniture and décor. "It was warm, homey, clean."

John adds, "Everyone at Samaritan was wonderful – supportive, respectful, caring to her needs and ours. They put us to ease during this difficult time."

Shaun also remembers feeling cheered by the works of *Mixed Times Six*, a group of six mixed-media artists whose art graced the halls of the Center.

A quilted fabric piece by Vickie Mathas titled *Reiki Hands* spoke to Shaun. "I practice Reiki, and Nana was so involved with sewing, I just felt drawn to it." She and John purchased the work as a loving way to honor Nana's memory, and the care she received from Samaritan.

With sister Colleen, the couple hung *Reiki Hands* in their condo entryway to celebrate Nana's influence in their lives.

"She would have loved this!" says Shaun.

Special events raised record funds

Samaritan events hit a five-year high of \$415,000 thanks to the commitment of dedicated volunteers, and generous sponsors, donors, and participants.



The Heart of Gold Celebration of Life Gala, presented by Holman Enterprises, raised \$226,000. From left: Emcee Rick Williams of 6ABC Action News, Circle of Excellence Honoree Liz Thomas, President/CEO Mary Ann Boccolini, Board Chair John Gillespie



The 2017 Drive Fore! a Good Cause Golf Tournament raised \$189,000.

From left: Board Chair John Gillespie, President/CEO Mary Ann Boccolini, Shirley and Jim Richardson of Presenting Sponsor The Richardson Family Dealerships, Golf Committee Co-Chair Roy Fazio

2017 Audited Financials

Net Revenue

Patient Service Fees	\$ 34,306,990
Public Support	\$ 1,154,969
Total Net Revenues	\$ 35,461,959

Expenses

Salary & Benefits	\$ 21,324,537
Patient Related Expenses	\$ 7,490,242
Office & General	\$ 4,833,666
Total Expenses	\$ 33,648,445

Operating Income

\$ 1,813,514

Investment Market Gain and Other Non-Operating Revenue

\$ 1,312,457

Change In Net Assets

\$ 3,125,971

Please visit SamaritanNJ.org/giving to view our list of 2017 donors.

7,770
DONORS

9,693
DONATIONS

2018 Community Benefit Report

- The Impact of Your Gifts
- 2017 Audited Financials
- Service Highlights & Stories
- *Leading the Way, Spreading the Word*



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HOSPICE HONORS

The certificate is awarded to:

SAMARITAN HEALTHCARE AND HOSPICE

for continuously providing the highest level of satisfaction through care as measured from the patient's point of view.

April 12, 2018

HEALTHCARE
+first

DEYTA Hospice Honors 2017 marked the 4th consecutive national quality honor based on feedback from hospice family caregivers – and we've repeated it in 2018!



When Nurse Becomes Patient

The Nightingale Tribute says,
"We care and we thank you!"

Kathryn Reising devoted her nursing career to caring for others and teaching how to care. Call it karma, but her hospice team felt compelled – and privileged – to return that compassion in some small measure now that her own illness has required the comfort and support of Samaritan.

The Nightingale Tribute, a moving celebration of nurses who are hospice patients, includes readings by hospice team members, the lighting of a candle, and the gift of a white rose – in honor and gratitude for the nurse's heart of service.

The Nightingale Tribute was created in 2003 by the Kansas State Nurses Association, and later recognized by the American Nurses Association as a moving ceremony for use at nurses' funerals. But in 2014, Samaritan Spiritual Support Counselor Betty Warner and our spiritual support team adapted the ceremony for nurses still in our care so they could participate in, and enjoy this recognition as a culmination of their life's work.

(Above) Michael Doughty, RN shares the program and traditional white candle with beaming Kathryn at the conclusion of her Samaritan Nightingale Ceremony.

STAY UPDATED!

