



2020 ANNUAL REPORT  
*of Giving*

  
**HopeHealth**<sup>SM</sup>  
*Touching Lives*



# Extraordinary care in a remarkable year

HopeHealth's mission of offering our skills and our hearts to patients and their families drives every decision we make. With our mission in mind and the support of thousands of donors, we succeeded in the face of challenges that were unimaginable when the year began. How did we do this?

- We protected our staff, patients and families with appropriate personal protective equipment (PPE).
- We made safety provisions at the HopeHealth Hular Hospice Center so that families could share final moments together.
- We ensured that our grief support staff could meet the rising needs of our community.

HopeHealth's unique focus is our patients and their families. COVID-19 could have broken up that unit of care, preventing families from visiting with patients and missing final moments with their loved ones. But because we kept up with the latest research as it unfolded and provided professional education early and often, our outstanding clinical teams were able to safely provide skilled care for COVID patients—and all patients.

We are so proud of our HopeHealth staff, who adapted to keep our community safe and cared for throughout the pandemic. Despite the many accommodations they have had to make in their practices, they have continued to provide critical care that is deeply meaningful to our patients and their families.



*Thank you*

for supporting them through your donations and gifts.

*We are deeply grateful.*



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Diana Franchitto  
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Keith Kelly  
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#### ON THE COVER:

Thanks to a generous grant from the Rhode Island Foundation's COVID-19 Response Fund, HopeHealth's care teams had appropriate Personal Protective Equipment (PPE) that allowed them to safely care for thousands of patients in their homes, in nursing homes, in the hospital and at the inpatient Hular Hospice Center. Pictured: Lauren Thorngate, RN, PhD, CCRN-K, Director-Education and Susan Kelly, PT,MS, COS-C, CHH CM, Clinical Educator.

# Never a question of if, only how – HopeHealth’s pandemic response

Caring for our community during a health crisis is a deep-rooted commitment for all of us at HopeHealth. HopeHealth Visiting Nurse was founded during the tuberculosis outbreak of the late 1800s, and HopeHealth Hospice & Palliative Care (then Hospice Care of RI) was one of the country’s leaders in caring for AIDS patients a century later. During these epidemics, HopeHealth’s caregivers never faltered, providing essential services for healing, comfort and peace for patients and their families.

As it became clear in early 2020 that the novel coronavirus would become a pandemic, HopeHealth’s leadership quickly developed an approach to safely care for patients and their families, and protect our home care, hospice and palliative teams throughout the crisis.

Underlying our decisions was a commitment to care for every patient, including those recovering or dying from COVID-19, and to keep the inpatient Hulitar Hospice Center’s doors open to loved ones.

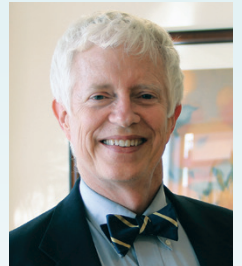
Our care teams were equipped with personal protective equipment (PPE) as they safely cared for patients and family members at home, in the hospital, in nursing homes and at the Hulitar Hospice Center. It was all because of the dedication of our 568 staff members and nearly 300 volunteers and the generosity of thousands of donors.

We remained committed to bringing families together at end of life—even if that meant nurses using their own cell phones to help families FaceTime with their loved ones. We had critical conversations with families facing heart-wrenching decisions. We pivoted all our grief support

programs to virtual spaces so loved ones would not face their loss in isolation—and served nearly twice as many as before the pandemic. We continued day-to-day care of thousands of patients and families throughout the region.

*“ It was never a question that we would care for COVID patients. During the AIDS crisis, HopeHealth was one of the few organizations willing to care for people with AIDS, providing them with a peaceful passing. Facing the COVID-19 pandemic, it was the same. With training, preparation and education, we have been able to provide exceptional care to every patient—and have loved ones at their bedside.”*

Edward Martin, MD, MPH,  
FAAHPM, Chief Medical Officer



While, for now, screening questions replace handshakes at the door, masks hide smiles and hugs can no longer be shared, we remain proud to stand with our community and provide skilled, compassionate care to everyone who needs it. It is our commitment as an organization to ensure that our patients spend their final moments surrounded by loved ones; that family members feel connected, informed, and supported; and that help for those grieving is just a phone or Zoom call away.



humanity, compassion and grace

Hospice Aides in the HopeHealth Hulitar Hospice Center bring warmth and dignity to patients at end of life. Pictured, left to right: Constanca “Connie” Duarte, Gladys Gomes, Sandria Gorum, Rebecca Tillinghast, Thelma Garcia, and Domingas Vaz.





Top: With PPE and precautions, families were able to safely visit with loved ones in the Hulitar Hospice Center, even during the COVID-19 pandemic. Pictured, left to right: Sandria Gorum, Hospice Aide, Patient spouse, patient, Sarah Lehoux, RN, CHPN.



"From the beginning of the pandemic, HopeHealth was an essential partner with patients and their families. Despite the challenges of using phones and Zoom, we were able to keep families informed and connected with their loved ones as they navigated through difficult decisions. These family members, many of whom had not seen their loved ones in months, were starved for information and to see their mother, father, husband or wife. There were days when we found ourselves holding our own cell phones to a patient's ear so a loved one could say goodbye.

Our care team members are the unseen heroes of the pandemic, supporting COVID patients in hospitals, nursing homes, and at home. There were joyful moments when COVID patients came home from the hospital and began their path to recovery – and of unimaginable loss when someone lost their battle with this virus. At HopeHealth, it is our mission to bear witness to both, with humanity, compassion and grace."

– Jennifer Ritzau, MD,  
Director of Palliative Care



HopeHealth's Emergency Management Team met seven days a week for the first several months of the COVID-19 pandemic, then twice weekly to solve safety, operations and other issues related to caring for patients during the pandemic.



# Finding new ways to support those facing loss

March 17, 2020 was the day when everything changed for Deanna Upchurch, director of community services, and her team. Upchurch oversees grief support, Alzheimer's and dementia services, veterans' programs and volunteer services—many of the core programs that support grieving families.

“Due to safety regulations, we were told to start working remotely immediately,” Upchurch recalled. “My first thought was ‘how will we connect with our families?’ but our team was determined to continue our work in the community—and we figured out how to do it.”

Thanks to a lot of ingenuity and the generous support of donors including the Amica Companies Foundation, Ida Ballou Littlefield Memorial Trust and Anthony F. Cordeiro Charitable Foundation, less than a week later, HopeHealth's grief counselors were up and running with telephone counseling and Zoom support groups. And the demand for these services nearly doubled in 2020, as families grappled with loss without the traditional markers, such as wakes or funerals.

HopeHealth's grief support team also transformed annual programs into compelling virtual experiences, including Camp BraveHeart for children who have lost a loved one, Weekend of Hope and Healing and seasonal remembrance events. Children and adults alike were completely immersed in workshops like poetry writing, virtual Reiki and drum circle, as well as small-group discussions, making meaningful connections with others who shared their loss and experiences.

“The pandemic has brought on grief at a heightened level, and worsened by the isolation we all feel,” Upchurch said. “During a time of such loss in our community, we have learned a lot about resilience from these amazing families.”

*HopeHealth's grief support programs are fully supported by philanthropic gifts and are offered free of charge to the community. To learn about our offerings, visit our website at [HopeHealthCo.Org/GriefSupport](https://www.HopeHealthCo.org/GriefSupport) or call 888-528-9077 to speak to a grief counselor.*





# A savvy decision equals a legacy of compassionate care

A bequest to HopeHealth allowed Rhode Island businessman Louis Regnier the opportunity to support an organization he cared about long after his death in March 2020. A World War II veteran, Regnier was a builder and property developer and a travel enthusiast, visiting 109 countries during his lifetime.



Regnier was also a longtime annual donor to HopeHealth and named the organization as a beneficiary of an Individual Retirement Account (IRA) to support hospice programs. Designating a nonprofit organization as an IRA beneficiary is easy—no attorney's services are required—and, because HopeHealth is tax exempt and not subject to income taxes, 100% of the gift is available to support patients and families.

"Lou came from meager beginnings, and he was very generous," said son-in-law Mark Marcus. "But he was a businessman and he understood the benefits of tax deductions."

Regnier's forethought and tax savvy mean his gift will benefit many patients who need hospice.

"Lou had friends who were cared for by hospice," Marcus added. "He was wise. He saw what hospice does for people."

# Learning innovations at HopeHealth's Education Center

Since its official opening in August 2020, HopeHealth's new Clinical Education Center (photo, bottom) has become a nucleus of experiential learning. Clinical staff (nurses, therapists, aides and social workers) can come to the Center, at HopeHealth Visiting Nurse's headquarters in Lincoln, RI, and practice new techniques in a simulated environment or refresh skills—all personalized to their experience and learning style.

With grants from the Norman and Rosalie Fain Family Foundation and the Edward J. and Virginia M. Routhier Foundation, "HopeHealth's Education Center has become a critical component of our care," shared Director of Clinical Education Lauren Thorngate. "Learning from experts and colleagues helps clinicians hone skills and strengthens teams across HopeHealth."



The Clinical Education Center has also become a hub during the COVID-19 pandemic, providing education on everything from how to safely don and doff personal protective equipment (PPE) to practicing communication techniques while masked to better care for patients with hearing deficits or dementia.

Two pilot programs launched this year: a program for HopeHealth staff newly graduated from a nursing program who wish to further their careers in hospice care, and a college internship program in social work. And there is more to come, Thorngate noted, "These programs are critical in training future HopeHealth care providers, as well as supporting people who have a passion for hospice and palliative care work."





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Through the generosity of our sponsors and friends, HopeHealth's first-ever virtual event, **Connecting Together: A Celebration of Hope & Gratitude**, raised \$315,000 in support of hospice services. The Rev. Janet Cooper Nelson, chaplain of Brown University and a member of the HopeHealth Board of Directors, received the HopeHealth Human Dignity Award (above left). The Paula Clare Band, above right, provided music for the virtual event. Presenting Sponsor Swipe for a Cause has been a HopeHealth partner for more than 10 years. "So many of our merchants have shared their personal hospice stories with us," noted Andrew Kinnecom, who founded the company with his wife, Margaret.

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– Meaghan, North Scituate, RI.



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**Rita's Robes:** Rita Palombo's four children raised funds from their mother's many friends to donate 120 adaptive gowns for patients on hospice care. Thoughtfully designed with special touches of pattern, texture and lace, Rita's Robes capture the spirit and light of their namesake. Left to right: Caroline "Cal" Kitson, Karla Misto, Kris Cicchetti, and Anthony Palombo.

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*White Coats for Black Lives: In June, HopeHealth physicians and clinicians knelt in support of Black Lives Matter protesters and the need for systemic change. "This was important to us because racism is a public health crisis in our country," said Chief Medical Officer Edward Martin, MD.*

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*“Despite challenges the pandemic placed on their visits, every single HopeHealth nurse and therapist arrived, smiling through their face masks, filled with encouragement and positive attitudes for my mother.”*

*– Debra Nelson, Daughter*

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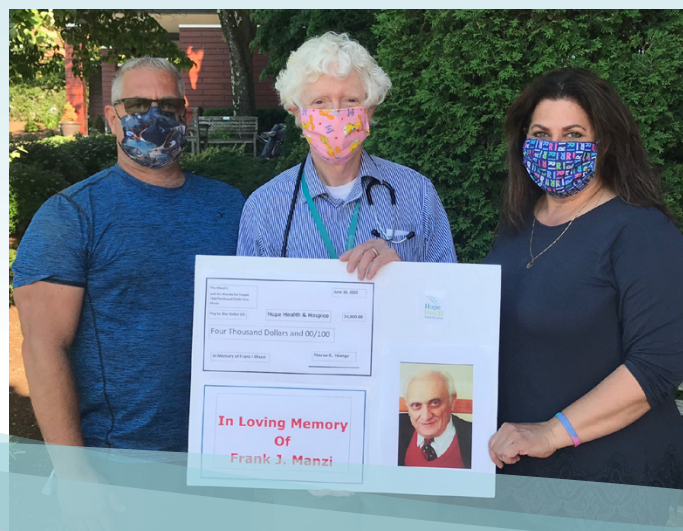
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*Joe and Maria Manzi with Chief Medical Officer Edward Martin, MD (center), all wearing Maria's hand-sewn masks. The Manzi family donated dozens of masks to HopeHealth and presented a check in memory of their father, Frank Manzi.*





“ I’m really thankful to work with an amazing group of people who see this work as a privilege—never a burden—definitely a privilege.”

– Jency Stafford, MD, Hospice Medical Director  
(pictured, right, with patient Barbara Davis).



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We thank the following donors who have made plans to leave a gift to HopeHealth through a will or estate plan.

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A \$7,500 grant from Bristol County Savings Charitable Foundation supports The Hope Fund, a philanthropically supported fund that covers the cost of hospice care for patients who are uninsured or otherwise cannot afford the costs of care. In fiscal year 2020, HopeHealth covered \$330,000 in costs through gifts to The Hope Fund.

# 2020 Facts & Figures

## Statistics

	Hospice patients.....	4,791
	Palliative care patients.....	4,832
	Home care patients.....	3,307
	Bereavement clients.....	5,379
	Camp BraveHeart participants .....	45
	PediPal patients.....	108
	Employees.....	568
	Donors.....	6,764
	Gifts.....	11,028
	Philanthropic support .....	\$1,717,451
	Free care provided through the Arthur S. Robbins Hope Fund .....	\$329,893

## Consolidated Financials for HopeHealth Hospice & Palliative Care and HopeHealth Visiting Nurse

FY20 Annual Revenue.....	\$76,579,100
FY20 Annual Expenses .....	\$75,175,505
Income from Operations.....	\$1,403,595

## HopeHealth's Annual Report of Giving

From time to time, we share news and information with our donors by email. If you would like to receive electronic updates and help us reduce printing and postage costs, please contact us at [Giving@HopeHealthCo.org](mailto:Giving@HopeHealthCo.org).

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HopeHealth is a nonprofit organization serving thousands of people each year in Rhode Island and Massachusetts. Our caregivers support patients and their families through all stages of illness, providing hospice care, palliative care, home care, and dementia and Alzheimer's support services. For more than 40 years, HopeHealth has provided high-quality care with the utmost skill, compassion and respect for our community.

HopeHealth  
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