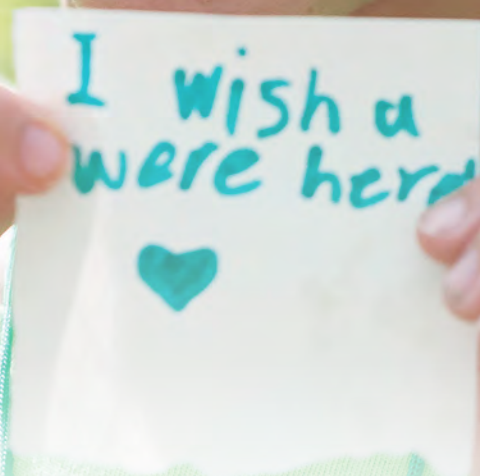


2021

ANNUAL REPORT
of Giving




HopeHealthSM
Touching Lives



Growing and Serving with Expertise and Community-Based Care

HopeHealth has always taken the needs and demands of our community as our inspiration to grow, to do more for all of our patients and their families. It's why we have forged new partnerships to expand our programs and services to southeastern Massachusetts communities. And it's why our teams spend time with each patient to understand their wishes, have important conversations and support difficult decisions.

Over the past year, HopeHealth has also been guided by our statement of purpose: *We offer our skills and hearts to help patients and families live each day with hope and dignity.* We have also fully committed to Diversity, Equity and Inclusion work (see the story, page 13). As part of our community, HopeHealth has a responsibility to serve everyone in need of our compassionate care, and to deliver care that is respectful of our patients' wishes, traditions and goals.

Throughout the ups and downs of 2021, HopeHealth's leadership and staff have responded to every challenge with grace, patience and persistence. We are honored to lead such a profoundly compassionate and caring organization, a community of hope, health and healing.

Thank you
for making our work possible with your support.

We are deeply grateful.



Diana Franchitto
Diana Franchitto
President & CEO



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Keith Kelly
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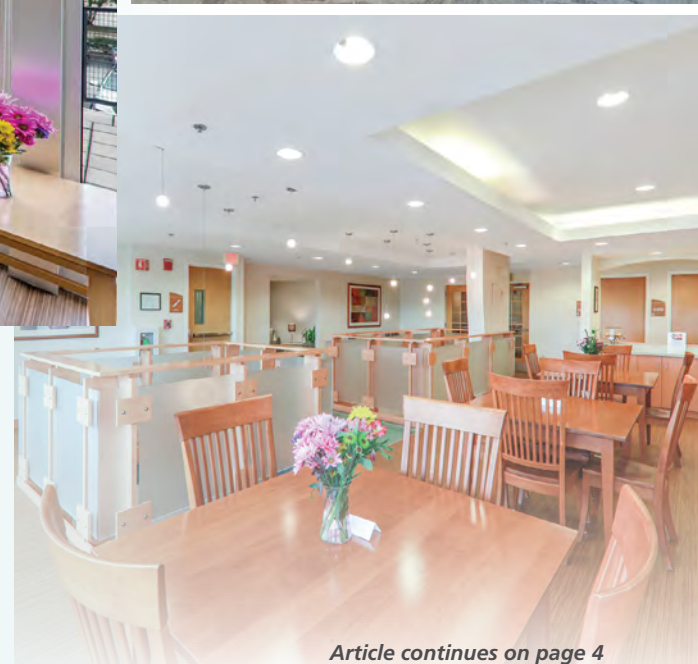
ON THE COVER: As part of the closing activity at HopeHealth's Camp BraveHeart for children ages 4 to 17 who have lost someone close to them, campers wrote messages to their loved ones on dissolvable paper. The messages went into a bubble dispenser. See page 23 for more.

A Year of Growth

To respond to the rapidly growing healthcare demands of our patients and their families, in 2021 HopeHealth expanded its operations by increasing the number of patient rooms in the Hulitar Hospice Center and by merging with a beloved institution in southeastern Massachusetts.

Expanding the Hulitar Center from 24 to 30 rooms was critical. "In the past, there have been situations where patients have needed to come to the Hulitar Hospice Center and we didn't have a bed," Chief Medical Officer Dr. Edward Martin said. "With this expansion, HopeHealth can ensure that everyone in our community who needs specialized care can access it." In addition to the expansion, the entire four-story building, which also serves as HopeHealth's administrative headquarters, was updated and refreshed, with beautiful spaces for families to gather. During the 18 months of construction, the Hulitar Hospice Center remained open. The photos on this page reveal the changes made during the renovation.

"It is very sacred work, and our teams rally every single day with every single patient," said Virginia Magnan, RN, Director of the Hulitar Hospice Center, pictured right.
"All during construction, they maintained that calming atmosphere for our patients and their families."



Article continues on page 4

A Year of Growth, *continued*

In September, Community VNA, a beloved and highly regarded Attleboro-based organization, joined the HopeHealth family. The affiliation with Community VNA brings a highly skilled team of home care providers to the HopeHealth team and expands hospice and palliative care services with team members who are based in the community.

"This is a natural fit for two nonprofit health care organizations dedicated to providing the highest quality care for patients," said HopeHealth President & CEO Diana Franchitto. The affiliation makes HopeHealth one of the region's largest nonprofit independent home health, hospice and palliative care programs serving more than 2,000 patients each day.

growth 2021



The beautiful building in Attleboro Center houses HopeHealth Community VNA's home care teams, HopeHealth Hospice & Palliative Care's Massachusetts hospice team, PediPal, the Alzheimer's Assistance Program, Elder Dental and Community Services.

Grants Support Expansion

The Champlin Foundation played a major role in the construction of the HopeHealth Hulitar Hospice Center on Providence's North Main Street in 2009. In 2020 and 2021, respectively, the foundation provided two grants totaling \$528,000 to enhance the expanded Hulitar Hospice Center. These grants supported new elevators and patient beds, sleeper chairs, recliners and other furnishings for hospice patient rooms in the Center. "The Champlin Foundation has been a major partner in the work we do for decades," said Chief Philanthropy Officer Suzanne Fortier. "We are so grateful for their thoughtful and generous support."



grateful

A Dedicated Hospice Nurse Lives On

Before she died in 1997, Sheila Duffy learned her family was creating an endowment fund in her name to help train other nurses who shared her calling for hospice care.

"She was stunned," recalls her husband, David Duffy, the founder and retired president of Providence advertising and public relations agency Duffy & Shanley. "She was totally dedicated to hospice nursing. She loved it."



"Sheila was totally dedicated to hospice nursing. She loved it." – David Duffy

The Sheila A. Duffy Fund, managed by the Rhode Island Foundation, was seeded 25 years ago with a \$10,000 contribution and has grown substantially over the years. Grants from the Fund were originally earmarked for Sheila's former employer, VNA of Rhode Island. When that organization closed in 2017, HopeHealth became the designated beneficiary of income from the Fund.

In 2021, HopeHealth used the proceeds from the Fund to launch a pilot program to train newly minted RNs who had little or no experience working in the field. The money came along at just the right time for Tammy Littleton, who joined HopeHealth in 2011 as a hospice aide and completed her nursing degree in May 2020 at age 38. A mother of four, Littleton spent 10 years attending classes part-time at Massasoit Community College to become an RN.

Nurses typically specialize in hospice only after working on a hospital medical-surgical unit. In the past, HopeHealth aides who became RNs had to leave the



Tammy Littleton, RN, is the first graduate of an innovative professional development program at HopeHealth that was supported by the Sheila A. Duffy Fund.

organization to work elsewhere because of this training gap, said Director of Education Lauren Thorngate, RN, PhD. It was a terrible loss of committed employees.

The Sheila A. Duffy Fund helped change that. Thorngate designed a nine-month training program during which Littleton shadowed members of the care team, including chaplains and social workers, to understand their roles. She was embedded with the HopeHealth Hular Hospice Center nursing team and paired with two nurse preceptors for intensive training in the field. She completed online courses and hands-on training with lifelike simulated patients in HopeHealth's learning laboratory.

By the summer of 2021, Littleton was carrying a full caseload as a HopeHealth case manager. Her supervisor even picked her to show around a candidate for a nursing position. The trainee was now training others.

"I thank my lucky stars every day for everything I've been able to do over the past 10 years," Tammy says.

When he heard how Sheila's memory is making a difference at HopeHealth, it was David Duffy's turn to be surprised.

"That makes me very happy," Duffy says. "I know Sheila. She'd be so proud of that."

Bringing Palliative Care Home

Most palliative care in Rhode Island is provided in a hospital, clinic or long-term care setting, but HopeHealth Visiting Nurse is the only home care agency in all of New England—and one of only 16 in the country—to have met the standard for certification in Community-Based Palliative Care by the Joint Commission.

Led by manager Maria Appenfeller, RN, CHPN, the palliative care team at HopeHealth Visiting Nurse includes a chaplain, a social worker and a physician, as well as nurses with advanced certification in hospice and palliative medicine. This team sees patients at home who are experiencing pain and other symptoms from chronic illnesses such as heart disease, cancer, dementia, or Parkinson's—or their treatments.

"Palliative care is really about making the best of the life that you have with the condition that you have. We take care of all aspects of the patient – body, mind and soul," says Appenfeller.

HopeHealth's palliative home care team is providing a strong safety net of care and communication and, because

of their close watch on patients, preventing unnecessary hospital readmissions. Most importantly, HopeHealth Visiting Nurse's palliative home care team can help patients and their families sort through the options for care and find the path that is right for them.



The HopeHealth Visiting Nurse Palliative Home Care Team: Front Row (L to R): Maria Appenfeller, RN, CHPN, Palliative Program Manager; Jean Mennucci, PT, Director Home Care Specialty Programs; Kristen Hughes, RN, CHPN; Helen Loewenthal, MSW. Back Row (L to R): Eileen Pinoos, MSW; Rachael Perentin, RN, CHPN; Kim Thompson, RN; Jennifer Ritau, MD, Vice President, Medical Staff.

Major Gift Helps Hospice Patients Remain at Home

The foresight and generosity of a local family helped launch in 2021 a new program at HopeHealth, *Helping Hands at Home*. Noting that many families caring for hospice patients at home needed extra help that was often financially out of reach, hospice volunteer Andrea Schachne, her husband Jay Schachne, MD, and Jay's mother, Dorothy, made two significant gifts totaling \$200,000 through the Dorothy and David Schachne Charitable Foundation to help HopeHealth assist families. Through the new program, HopeHealth social workers identify families needing support and connect them to partner home care agencies in the community. *Helping Hands at Home* pays for the care; there is no cost to the families. To date, the program has supported well over 1,200 hours of care to patients at end of life. Sadly, Dorothy Schachne died at age 95 on January 20, 2022, but her legacy endures with *Helping Hands at Home*.

"The care the Schachne family is making available has been a life saver for so many families who are overwhelmed by the physical and emotional toll of caregiving, not to mention the grief they are anticipating. The fact that this program is available due to the kindness of a family has been inspirational to many families, a reassurance in these very stressful times that kindness and concern still exist and still makes a world of difference."

— Laura McGuire
Hospice Social Worker



Hospice volunteer Andrea Schachne and her husband, Jay Schachne, MD, spearheaded a special program to support families wishing to keep hospice patients at home.



Jay Schachne's late mother, Dorothy Schachne, was integral to making Helping Hands at Home a reality.

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Photos (L to R): Hospice Aide Audrey Thomas, CNA, says, "If you know the patient's background and culture, you can do things in a way they'll recognize. I find ways to honor who they are and the way they like things done." Facilities Coordinator Raymond Barboza decorates the Hulitar Hospice Center for the holidays. Physical Therapy Assistant Suzanne Levasseur, PTA, helps patients improve their ability to live independently.

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A Rhode Islander's Legacy

Prior to her death, Betty L. Holloway—a motorcycle-riding, root beer-loving, direct descendent of Roger Williams—quietly made 36 gifts to HopeHealth totaling just \$600. But after her passing, the planned sale of her Providence home resulted in a \$94,000 bequest to HopeHealth. Mrs. Holloway's foresight and generosity will now help to support the launch of new programs through HopeHealth's Innovation Fund. In the coming year, proceeds from the Innovation Fund will support the Pediatric Supportive Services program and the establishment of other innovative programs. Mrs. Holloway's bequest will support patients and families for many years to come.



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Mark Tracy's Race for Grieving Kids

A mild head cold. A jellyfish sting. Temperatures in the 40s. 20 mph headwinds. Mark Tracy knew his Florida IRONMAN experience—a 2.4-mile open water swim, 112-mile bike race, and 26.2-mile marathon—would certainly be grueling. He also knew he had to complete the race for the kids at Camp BraveHeart, HopeHealth's summer grief support program for children ages 4 to 17. The young campers he met last summer signed a t-shirt to wish him good luck (photo below left). And the emotional highs and lows the campers told him about were familiar: He had endured them himself. When Tracy was nine years old, his father died of a heart attack. Ten years later, he lost his mother to cancer. Tracy, a member of the HopeHealth board of directors, made his IRONMAN competition about those kids, raising more than \$12,000 for Camp BraveHeart. After nearly 17 hours, Mark's aunt, Marian Nease, handed him his signed Camp BraveHeart T-shirt, which he proudly wore as he crossed the finish line (photo below right).



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Photos (L to R): HopeHealth's two major fundraisers in September 2021 support patients and families. HopeHealth's Chief Medical Officer, Edward Martin, MD, MPH, FAAHPM, presents the eighth HopeHealth Human Dignity Award to Angela C. Anderson, MD, during A Celebration of Hope & Gratitude. Sam Hawkes, Arthur Robbins, Mark Defarias and John MacLiver enjoy the HopeHealth Invitational at the Rhode Island Country Club in Barrington, RI. Golfers relax at the reception following a long day of playing for a cause.

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Cause for Celebration!

Thanks to the generosity of so many in our community, together the 2021 Celebration of Hope & Gratitude and the HopeHealth Invitational raised over \$350,000. Proceeds of these annual fundraising events will help underwrite, respectively, grief support programs and the Arthur S. Robbins Hope Fund, which supports hospice patients who cannot afford the cost of care. While the pandemic may have changed the way we gather for events, the need for support of these important programs is greater than ever.



Photo: A Celebration of Hope & Gratitude raised over \$225,000 for grief support programs. During the virtual event, Jose Sousa and Helen Patterson talked about their grief journey following the loss of their son, Jonathan.

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Photos (L to R): President & CEO Diana Franchitto receives her COVID-19 vaccine. All HopeHealth's employees and volunteers are required to be vaccinated. Rebecca MacDonell-Yilmaz, MD, MPH, is Palliative Care Site Supervisor based at Rhode Island Hospital and leads HopeHealth's Pediatric Support Services program. Our donors find creative ways to raise money! Robert Plante, left in photo, raised \$2,550 at Rhode Island Comic Con in memory of his mother, Doris M. Normandin.

Hulitar Hospice Center Team Wins RI Monthly Award

The nursing team at the HopeHealth Hulitar Hospice Center was recognized as Team of the Year as part of *Rhode Island Monthly's* 2021 Excellence in Nursing Awards.

Nominated by their colleagues and selected by the Rhode Island State Nurses Association, this award acknowledges the HopeHealth team's unparalleled care and communication skills, as well as their ability to seamlessly adapt during the COVID-19 pandemic. Families were so grateful to be able to be with their loved ones in the Hulitar Hospice Center, when they couldn't be with them in other settings, such as hospitals or nursing homes.

"We try to ensure that we create as much comfort and joy as possible within what is perceived to be a very sad framework. Just because someone is not going to recover, it doesn't mean there can't be hope. There can be hope for comfort," said Virginia Magnan, RN, Director of the Hulitar Hospice Center.



Hulitar Hospice Center nursing team members celebrate at the awards ceremony for the Rhode Island Monthly Excellence in Nursing Awards: From left: Allie DiTomasso, RN; KaSondra Vanasse, RN; Wendy Allen O'Donnell, RN; Jonathan Cabral, RN; Mary Jackson, RN; Taylor Carmone, RN; June Gianlorenzo, RN; Roxanne Currier, RN; Jennifer Tullo, BSN, RN, CHPN.

Grant Supports DEI Effort

A \$15,000 Anti-Racism Training grant from The Rhode Island Foundation will support HopeHealth as the organization builds upon nearly two years of Diversity, Equity and Inclusion (DEI) efforts. The grant supports focused leadership training to strengthen the equity and inclusion mindset among leadership and across the organization.

Galvanized by the murder of George Floyd and the Black Lives Matter protests, the leadership, staff and board embarked in 2020 on a strategic effort to improve diversity, equity, and inclusion across HopeHealth. Part of the work in 2021 was the development of a DEI statement of commitment, now prominently displayed in HopeHealth's buildings and on the website.

HopeHealth has thoughtfully worked to foster an environment that is welcoming and supportive of all in our community. We believe attracting, developing and empowering exceptional people will allow us to continue to deliver the best care for our patients and families.

*We value everything
that makes you, you*

At HopeHealth we care about creating a place where everybody feels valued. Getting there starts with **a culture of diversity, equity and inclusion.**

Join us in this effort. Together, we promise to listen carefully, learn humbly and respect each other's differences.



Sustaining Donors

The following donors help sustain HopeHealth's operations by making two or more gifts per year at an intentional frequency (monthly, quarterly, twice yearly). This thoughtful, sustaining support helps HopeHealth to provide excellence in home care, palliative care, hospice care and grief support each and every day. We thank you for your commitment!

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Hospice Chaplain Wilson Hood, M. Div., says, "Often in a medical context, patients are asked, 'What's wrong? Where does it hurt?' They're not often asked, 'What's keeping you going? What gives you strength?'"

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Gifts made in memory of loved ones who passed away
between October 1, 2020 and September 30, 2021

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Photos (L to R): In 13 years as a HopeHealth volunteer, Linda Jeans has served in a variety of roles, from patient companion to Camp BraveHeart counselor to sewing activity blankets for patients with Alzheimer's and dementia. The PediPal team enjoys a magical outing with pediatric palliative patients and their families at Heritage Gardens in Sandwich, MA.

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HopeHealth Earns SAGECare Platinum Certification



HopeHealth has earned the highest national credential—SAGECare Platinum—for cultural competency in serving and supporting LGBT older adults. SAGE is the country's oldest and largest LGBT advocacy and services organization and provides training and consulting on LGBT aging issues to service providers.

In order to achieve Platinum certification, more than 80% of HopeHealth staff had to complete SAGECare training to better understand the needs, concerns and unique history of LGBT older adults and how to improve the quality of care provided to them. More than 80% of leaders completed in-depth training. All new employees are required to complete SAGECare training as part of their orientation.

The SAGECare Platinum credential is an extension of HopeHealth's work focused on diversity, equity and inclusion (DEI). "We have always prioritized person-centered support and care," HopeHealth President & CEO Diana Franchitto said. "Now by partnering with SAGECare, we are demonstrating our strong commitment to providing the best care possible while making each patient feel comfortable being who they are."

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During Veterans Day week in 2021, HopeHealth staff and volunteers honored more than 100 veterans, who, like Herbert Reeves (pictured), live in long-term care settings. Staff and volunteers honor veterans all year round by presenting our veteran hospice patients with special certificates and pins recognizing their service to our country.

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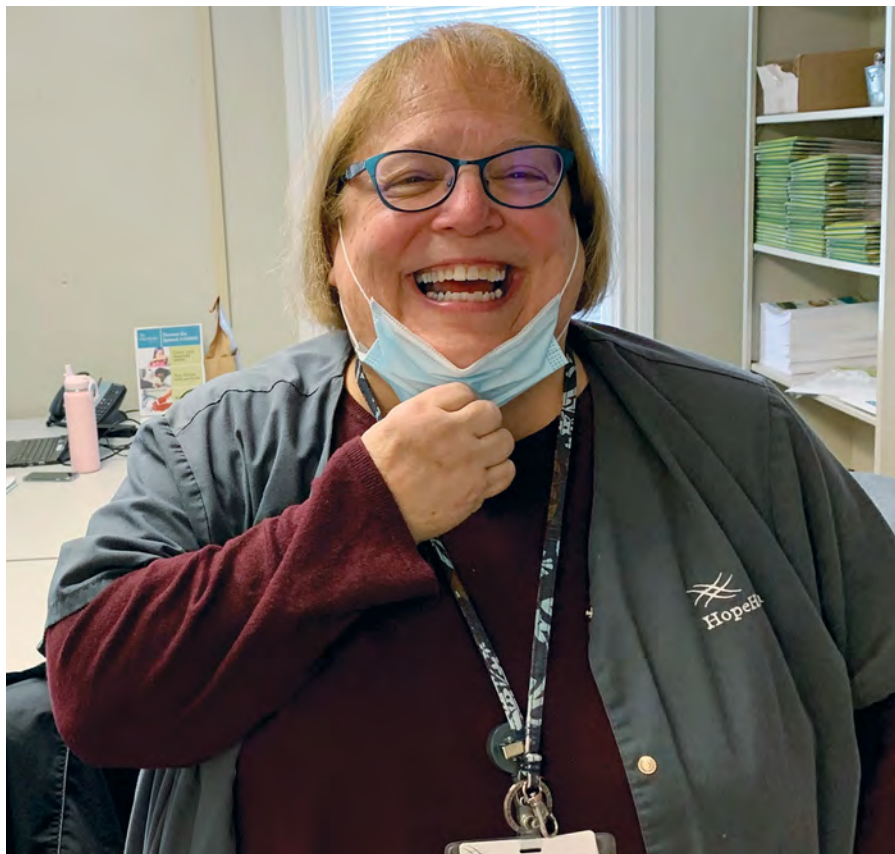
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 Anna L. Peterson



Over the course of her long career, Sandra Romano, MSW, LICSW (pictured), supported end-of-life patients and those who love them through sometimes difficult emotional conversations—and she brought her infectious laugh and can-do spirit to her work, every day. Sandi retired at the end of 2021 after a 47-year career in social work, including 21 years with HopeHealth's Wakefield, RI-based team. HopeHealth's 22 licensed social workers help patients access services they may need and stay in touch with family members. They also initiate conversations about advance directives and funeral planning. They are an indispensable part of the care team.

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Dorothy Thoreson



Photos (L to R), Employees from across HopeHealth: Hospice Aide Maria Dos Santos, CNA, treats her patients like members of her own family. Justin Millan, RN, cares for patients in the Hultar Hospice Center. Marsha Ireland, Grief Support Counselor, organizes the Weekend of Hope & Healing, an adult retreat, with her colleague, Guy Murgo. The Weekend includes a variety of interactive workshops and hands-on activities that nurture the body, mind and spirit.

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Jennifer Ritzau
Family of Rita Palombo
Robbins Properties
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Javone Duarte, Manager of Support Services, spreads the love—complimentary lunches for HopeHealth staff provided by Neighborhood Health Plan of Rhode Island. Jennifer Ebbit, RN, is a nurse care navigator with HopeHealth. When patients receive a life-limiting diagnosis, she talks with them about how they can live the life they want for as long as possible—something she calls "meaningful time."

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2021

Facts & Figures

STATISTICS



Hospice patients.....4,570



Palliative care patients.....6,531



Home care patients (RI)3,498



PediPal patients.....107



Grief support clients.....5,894



Camp BraveHeart participants54



Employees.....720



Donors.....7,201



Gifts.....11,029



Total philanthropic support.....\$2,302,580



Free care provided through
the Arthur S. Robbins Hope Fund\$210,291

Consolidated Financials

for HopeHealth, HopeHealth Hospice & Palliative Care
and HopeHealth Visiting Nurse

FY21 annual revenue \$82,916,400

FY21 annual expenses..... \$78,816,519

Income from operations \$4,099,881



HopeHealth's Annual Report of Giving

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Photos (top to bottom): Families in the Massachusetts PediPal program enjoy a spring festival. HopeHealth provides palliative care services to children with life-limiting illnesses or injuries in Massachusetts' Plymouth, Bristol and Norfolk Counties. Grief Counselor Guy Murgio leads a workshop at Camp BraveHeart. Volunteers Janet Goodhart and Roberta Williams. Goodhart organizes and leads the sewing groups for volunteers who create activity blankets for hospice patients with dementia.

Photo (opposite): Camp BraveHeart campers wrote messages to their loved ones and put those messages into a bubble dispenser. At the end of the program, campers blew the bubbles so that the message could reach their loved ones, wherever they are.





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

1085 North Main Street
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