

2019 ANNUAL REPORT *of Giving*


HopeHealth
Hulitar Hospice Center


HopeHealth
Hospice & Palliative Care
Hospice and Palliative Care is a specialty of the Department of Medicine at the Brown School of Medicine.
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HopeHealthSM
Touching Lives



The Hulitar Hospice Center is a place of comfort

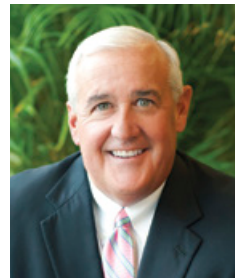
The warmth and caring of the HopeHealth Hulitar Hospice Center is a tribute to the many people who continue to support the specialized care patients receive here. In 2019, HopeHealth marked 10 years on Providence's North Main Street. Over a decade ago, our organization purchased and renovated a former nursing home and created one of the most recognizable buildings in the city. The Hulitar Hospice Center is the only freestanding inpatient hospice center in the region and a centerpiece of our services.

For those who have had a loved one cared for in the Center, the experience of compassion and caring begins with the doctors, nurses and aides of the care team, and doesn't stop there. Extraordinary care continues with the dining room staff who present meals with a warm smile and volunteers offering music, hand massage, pet therapy or companionship, and with chaplains, social workers and grief support counselors who guide families and friends through loss.

Thank you for your contributions to the Hulitar Hospice Center and the many programs HopeHealth offers to the community. We could not do our work without your support.



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ON THE COVER:

The HopeHealth Hulitar Hospice Center opened 10 years ago on Providence's North Main Street and is a landmark in the city.



solace



“My husband, Stan, was proud to be part of creating the vision that became the Hulitar Hospice Center. Little did we know that just five years later, my Stan would spend his final hours in one of its rooms. It gives me peace to think back on his care; care that was all encompassing.”

Gale Aronson
Providence, RI

A Feeling of Peace

In 2009, HopeHealth opened the Hulitar Hospice Center, the only freestanding inpatient hospice center serving Rhode Island and southeastern Massachusetts. Painstakingly designed by a team of architects, medical experts, board leaders, building contractors—even a medical anthropologist—the Center includes 24 private patient rooms, family gathering spaces, and an organizational headquarters that reflects HopeHealth’s values. It is a compassionate home that allows families to be with their loved ones 24 hours a day, with space for spiritual reflection and emotional peace—where families can meet with trained counselors as they journey through their grief. In this beautiful building, HopeHealth raised the expectation of what end-of-life care should be for our community.

Families experience a sense of peace from the moment they enter the doors, fostered by thoughtful architectural and design elements: a water feature, gardens and benches, a family dining room. Quiet is an intentional characteristic of the facility. There is no piped-in music, no building-wide pagers or alarms. Families can find solace from the local musicians who volunteer to play in family spaces or sing at a patient’s bedside. These subtle details, along with expert care teams, become a balm to the soul.

Cont. on pg. 4



Nurses are never more than a few steps away from a patient's room.

Guiding the next generation of health care providers is also a fundamental element of the Hulitar Hospice Center. Professionals from every medical discipline seek out our training programs and advanced education courses. HopeHealth is the major teaching affiliate in hospice and palliative medicine for the Warren Alpert Medical School of Brown University and a partner with schools of nursing and social work across Rhode Island.

The Hulitar Hospice Center embodies HopeHealth's mission to serve everyone in our community at the highest level. HopeHealth is profoundly grateful for the visionary leaders and donors who imagined what the Hulitar Hospice Center

would do for our community – and the thousands of patients and their loved ones who entrust us with their physical, emotional, and spiritual care and wellbeing.

We are looking forward to our expansion in 2020, when the Hulitar Hospice Center will expand from 24 to 30 beds, to meet the growing need for specialized end-of-life care.

Quiet is an intentional characteristic of the Hulitar Hospice Center.



Family meeting rooms allow for time with grief counselors, social workers and chaplains.





A Special Gift Leaves a Nourishing Legacy

Denise Filion was a self-taught cook who loved to surround herself with her friends, nourishing them with wonderful meals and passionate conversations.

When she passed away, she left a legacy of hospitality and caring to HopeHealth. Her bequest not only included a generous endowment, but Filion also left resources to supply the Hulitar Hospice Center's family dining room with china and silverware. These place settings offer a bit of home comfort in a dining room full of warm touches. Here, families can get a nourishing meal, a freshly baked muffin or a hot cup of coffee. They can rest and recharge, just steps from their loved one.

The dining room staff consider themselves to be part of the care team. They will even fulfill special meal requests for our patients, like a recent request for steak and mashed potatoes. "We're excited to cook a wonderful, yet simple meal for a patient," says Support Services Manager Javone Duarte. "This makes our work rewarding."

Denise Filion was a believer in the power of a shared meal. In her memory, there is a permanent remembrance welcoming every guest to the Hulitar Hospice Center dining room: "The fine china is in memory of our cherished friend, Denise Filion, who nourished our bodies and nurtured our souls."



Grief Support Camps for Youth and Adults

With the support of many donors, HopeHealth offers camp programs for kids and adults who have lost a loved one at beautiful sites in Rhode Island and Massachusetts. Camp BraveHeart, a free two-day camp for children between 4 and 17 years old, has been in operation for 13 years and has helped more than 1,000 children who are grieving the loss of a parent or other close loved one. In 2019, these camps were held at the Hockomock Area YMCA in North Attleboro, MA and at Camp Aldersgate in North Scituate, RI. The Weekend of Hope & Healing offers a retreat-like atmosphere for grieving adults at Camp Aldersgate.



Hope for Patients in Need

For 39-year-old Ana*, both time and financial resources seemed suddenly to run out. Diagnosed with terminal cancer, Ana's doctors connected her to HopeHealth for palliative support, then hospice care at home. Her rapid decline impacted her ability to work, forcing her to leave her job and lose her health insurance benefits.



Virginia Magnan, RN, Clinical Manager, Inpatient Unit

"Ana was a proud woman who didn't want to ask for help, but knew she needed to," remembers Virginia Magnan, RN, Clinical Manager of the Hular Hospice Center. "One of her care team members at the hospital recognized her desperate situation and helped Ana make the decision to come to the Center. Thanks to the Arthur S. Robbins Hope Fund, we

had the resources to make her and her family's final months together as comfortable and peaceful as possible."

For patients like Ana who lack insurance coverage, the situation can seem impossible to them and their families:

"How do I get my loved one the care they need when we simply don't have the means?" Fortunately, the Arthur S. Robbins Hope Fund was created for this very purpose. The Hope Fund, supported through philanthropic gifts and grants, provides the financial resources so that every patient who needs hospice care can get it. "Thanks to the generosity of so many who have supported this Fund, HopeHealth can help every patient get the care they need, without fear of insurmountable bills," remarked Robbins, a longtime member of the HopeHealth Board of Directors.

"The Hope Fund helps HopeHealth fulfill its mission each and every day," adds Magnan. "Families are incredibly thankful that the support of the Hope Fund transformed their loved one's final days into a respectful and compassionate experience."



Ana died in March 2019 in the Hular Hospice Center, surrounded by family and friends. Thanks to the Arthur S. Robbins Hope Fund, and the donors who support it, her care was covered in full.

Keeping Patients Healthy at Home

Cecilia* woke up one December morning feeling terrible. Her COPD was acting up and she was having trouble breathing. Cecilia, who lived alone, logged onto her HopeHealth telehealth tablet, typed in her vital signs and symptoms and noted her rising anxiety. "Our team recognized that Cecilia was in distress and called her right away," explained HopeHealth Visiting Nurse Clinical Preceptor, Angela Audette, RN. "We could hear her labored breathing over the phone. She was not in a condition to drive herself to the doctor's office."

Using HopeHealth Visiting Nurse's advanced telehealth technology, Audette scheduled a three-way video call between herself, Cecilia, and the nurse care manager for Cecilia's physician. This gave them all the ability – in real time – to assess her condition, agree on a course of action, schedule a follow-up visit from Visiting Nurse and make an appointment with her doctor.

Although telehealth technology is not covered by health insurance, HopeHealth has received grant support from the

Barrington District Nursing Fund, Ida Ballou Littlefield Memorial Trust, Rhode Island Health and Educational Building Corporation and the Edward J. and Virginia M. Routhier Foundation to fund this vital program that helps keep patients out of the hospital and healthy at home.

"Cecilia did not want to go to the hospital," Audette noted. "Telehealth helped us to coordinate her care in minutes. Without this technology, she would have had to call 911."



Angela Audette, RN, HopeHealth Visiting Nurse Clinical Preceptor

*Patients' names have been changed to protect their privacy.

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HopeHealth PediPal families and staff enjoyed a beautiful spring day at Wicked Tulips in Exeter, RI. PediPal is a palliative care program for children and families in Massachusetts and is supported by donations and a contract with the Massachusetts Department of Public Health.



Hospice volunteer Cherine Whitney shares a laugh at Camp BraveHeart.

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Camp BraveHeart helps kids cope with grief—and offers lots of fun activities, too.

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HopeHealth's Hospice Medical Director Mercedes Pacheco, MD, and dance partner David Endicott competed in Dancing with the Doctors RI 2019, helping to raise \$150,000 for HopeHealth.

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HopeHealth Board member Chris Marsella, with parents Carolyn and Ron Marsella, enjoying An Evening of Hope & Gratitude, HopeHealth's annual gala fundraiser. The event raised more than \$300,000 for HopeHealth.

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Kids of all ages share experiences of loss and resilience at HopeHealth's Camp BraveHeart.

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Hospice volunteers develop deep connections with patients. Diane Little, pictured right, shared a moment of laughter in November 2019 with Florence Fleer.

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HopeHealth Board member Arthur S. Robbins and Diana Franchitto, President & CEO, enjoy an evening reception following the 2019 HopeHealth Invitational at the Rhode Island Country Club.

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2019 Facts & Figures

Statistics

Hospice patients	4,611
Palliative care patients	4,482
Home care patients	3,347
Grief support clients	1,650
Camp BraveHeart participants	150
PediPal patients	105
Full-time employees	353
Part-time employees	98
Donors	7,744
Philanthropic support	\$1,871,685
Free care provided through the Arthur S. Robbins Hope Fund	\$235,180

Consolidated Financials

for HopeHealth Hospice & Palliative Care
and HopeHealth Visiting Nurse

FY19 Revenue	\$75,925,396
FY19 Expenses	\$76,700,416
FY19 Income Loss	(\$775,020)

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.

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Special thanks to Meridian Printing



Left: Hospice Aide Ricky Ferreira loves to help his patients look and feel beautiful—curling hair, painting fingernails, choosing outfits and even doing makeup. Ricky explains, “When we get ready for the day, we all want to look our best. Why should it be any different at the end of life?”



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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