



CareDimensions

Compassionate expertise for advanced illness

Community Benefits Report 2017



Community Leaders

Care Dimensions staff members are experts in the specialized services of hospice and palliative care. Their dedication to service and expertise in their disciplines create many opportunities to provide true community leadership.

Care Dimensions staff members serve on several committees and boards including:

- Leadership on the Massachusetts Hospice VA Program and other veterans organizations
- Leadership on the Board of the Massachusetts Hospice and Palliative Care Federation
- Membership in Rotary, Kiwanis, Chambers of Commerce and other service organizations
- Service on the North Shore Medical Center's Patient Family Advisory Committee
- Service on the North Shore Community College School of Nursing Advisory Committee; Palliative Care Research Cooperative Group; and the Task Force on Palliative Care Content in Nursing Education in Massachusetts
- Service on the North Shore Elder Services Area Agency on Aging Advisory Committee and the board of the Danvers Council on Aging
- Service on the MA/RI Children's Bereavement Network and other child life and bereavement groups
- Support of numerous community organizations



A total community benefit of **\$32,000**.

Complementary Therapies

Care Dimensions takes great pride in our comprehensive complementary therapies program. Provided by certified professionals, our music and massage therapies reduce physical symptoms, decrease stress, and improve quality of life and enjoyment.

Care Dimensions also offers certified pet therapy and a pet visitor program through our volunteer department. These affectionate and heartwarming dogs, and their dedicated owners, bring comfort and calm to patients and their families.

Additionally, trained volunteers provide Reiki treatments to offer relaxation and energy renewal to patients, and vocal groups offer the gift of song at the bedside to brighten moods and provide a peaceful environment.

In 2017, Care Dimensions patients and families received **6,908** complementary therapy visits.



A total community benefit of **\$187,935**.

Professional and Community Education

Care Dimensions is dedicated to educating the communities we serve, the professionals that care for our patients and families, as well as the next generation of physicians, nurses, social workers and chaplains.

- Trained 12 physician residents and fellows
- Trained 36 nursing students
- Trained 6 music therapy interns
- Hosted 4 social work interns
- Hosted 1 child life intern

Provided **460** educational programs to healthcare professionals and community members, reaching more than **6,700** participants in eastern Massachusetts.

A total community benefit of **\$574,391**.



Service to Anyone

All patients at Care Dimensions are treated with respect and dignity, regardless of their ability to pay for care. Thanks to generous community donors, Care Dimensions was able to provide \$353,000 in financial assistance to eligible patients.

In addition, Care Dimensions offers a Family Fund that provided \$48,000 in grants to patients and their families for emergency needs, such as food, clothing, utilities, and funeral expenses. Besides enhancing our patients' quality of life, the Family Fund provides some special social enrichment opportunities, such as art supplies and tickets to sporting and entertainment events.

A total community benefit of **\$401,000**.



Volunteer Services

Care Dimensions volunteers play a vital role on our patient care teams. These specially trained, dedicated people enter the lives of patients and families and support them during their most challenging times. They are called upon at all hours and are always there to answer that call. Our volunteers offer direct patient support providing companionship, respite for caregivers and bedside vigils; greet and support patients and families at the Kaplan Family Hospice House; call patients and families weekly to make sure they have everything they need; make grief support calls; assist with fundraising and support our office staff; and so much more. There is an opportunity and need for every volunteer who is willing!

While hospice organizations are required by Medicare to fulfill a requirement of 5% of volunteer hours per year, we far surpass that requirement at 9.61%. Sixty eight percent of our patients received volunteer services.

- 118 new volunteers were trained in 2017
- 2,594 hours of volunteer training provided
- 459 volunteers provided 35,364 hours of service



A total community benefit of ***\$1,000,753.***

Grief Support Services

Care Dimensions grief support services are available to people of all ages, at any stage of loss throughout the communities we serve – regardless of whether their family was served by hospice. Our comprehensive services and specially trained bereavement specialists offer individual counseling, support groups, workshops, and remembrance services.

Care Dimensions offers ongoing children's grief support groups, grief in school groups and fun events for children, teens and families. Our annual Camp Stepping Stones, a one-day summer camp, provided 65 children and their families a fun-filled day of activities and remembrance opportunities.

As a service to our communities, Care Dimensions was honored to provide grief counselors for 10 crisis interventions and counseling sessions in schools and workplaces.

A total of ***6,804*** individuals were served by our grief support professionals.



A total community benefit of ***\$190,300.***

Community-Based Palliative Care Program

Our palliative care team works in partnership with each patient's physician and healthcare team to offer an additional layer of support to address the pain and symptoms that accompany serious illness. Additionally, our team helps patients and families discuss goals of care, complete advance care planning, and focus on improving quality of life.

Our team provided **2,110** palliative care visits.

A total community benefit of **\$1,014,200**.



Supporting Our Communities

Care Dimensions is appreciative of the municipal support we receive from Danvers and Lincoln, where our hospice houses are located. In recognition of that gratitude and our non-profit status, Care Dimensions has offered payments in lieu of taxes to both communities.

A total community benefit of **\$48,000**.



In 2017, Care Dimensions had a total
community benefit of

\$3,448,579

