



# CareDimensions

*Compassionate expertise for advanced illness*

## Annual Report 2017



# Living Every Day

HOSPICE | PALLIATIVE CARE | SUPPORT SERVICES

# Our Mission

Care Dimensions enriches quality of life for those affected by life-limiting illness, death and loss by providing exceptional care, support, education and consultation.



# Our Values

## Compassion

Compassionate care is at the very heart of what we do. We provide steadfast caring that epitomizes empathy, kindness, respect and understanding.

## Excellence

We are committed to providing the highest quality hospice and palliative care. We strive to exceed our customers' expectations and continuously improve our performance.

## Collaboration

We work as a team, sharing respect, resources, knowledge and expertise to achieve common goals. We collaborate with our community partners to ensure seamless care for our patients and their loved ones.

## Integrity

We uphold the highest ethical standards by being fair and honest with our customers and with each other. We act with integrity, respect privacy and confidentiality, and use resources wisely.

## Responsiveness

We identify and meet our customers' priorities and fulfill our promises through timely response, flexibility and accountability.

## Innovation

We seek new opportunities and solutions, and pioneer new programs and services to meet community needs.

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[www.CareDimensions.org](http://www.CareDimensions.org)

# Greetings from the CEO

Looking back on my first year with Care Dimensions, it's been a whirlwind of getting to know the staff, our healthcare partners, and the 90 communities we serve. Each day, as I talk with the families of the patients we've had the honor to care for, discover a new facet of the expertise of our staff and depth of clinical programs, and meet other leaders in the community working with us to create innovative programs to provide better access to our care for all those who need it, I become more excited and proud to be leading this wonderful organization.

Care Dimensions is a strong, thriving, financially stable organization with wonderful staff, dedicated volunteers and boundless opportunities for growth. It's been a pleasure to work with our leadership team and our Board of Directors to further develop our strategic plan and act as an architect for our future.

In 2017, we continued our mission to provide patient-centered care to those with advanced illness and in the process we experienced continued growth—touching the lives of 4,893 hospice patients and their families, more than 800 per day who experienced our unique, compassionate, expert care. For those not ready for hospice, we provided palliative care for over 2,000 patients in the community.

We could not have provided these services without the support of our donors, volunteers, healthcare and community partners. We thrive because we receive generous support from so many.

Earlier this spring, we celebrated a significant milestone five years in the making—the opening of the Care Dimensions Hospice House in Lincoln. This is the embodiment of our commitment to providing increased access to the highest level of care to all of our patients. We are humbled and grateful for the outpouring of financial support from businesses, foundations, employees, and faithful donors who helped bring this dream to reality.

As we begin to celebrate our 40th anniversary in 2018, I'm excited about planning for our next 40 years—building on our sound foundation, strengthening our core as we continually grow and develop our staff and leadership team, and reaching for new heights as we strive to provide the best care and experience possible to our patients and their families. Thank you for embarking on this journey with us and making this all possible.

Sincerely,

  
Patricia Ahern, RN, MBA, FACHE  
President and CEO



Patricia Ahern

# 2017 Board of Directors

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## Care Dimensions Hospice House Opens to Patients

More than 150 employees, volunteers, donors, board members, and other supporters gathered on Sunday, March 25, to dedicate and celebrate the completion of construction on the new Care Dimensions Hospice House. The event marked the culmination of nearly five years of work to design, permit, build and raise funds to support the 18-bed inpatient hospice house located in Lincoln, Massachusetts.

The highlight of the day was the blessing offered by the Rev. Sharon Dunbar-Link, one of the chaplains working at the new house, which is excerpted here:

*“May all who enter these doors find peace and comfort. May they find help for their pain – physical, emotional and spiritual. May they be inspired to share the stories of their lives and experience themselves to be held by our good care and our willingness and courage to travel with them through the end of their life. May they experience the intersection of the human and the divine. May they sense the mystery of life and death that can almost be touched but, not quite.*

*In gratitude for the many days and weeks and months and even years that have been invested in building this hospice house, and in gratitude for the many people that have planned for it and have brought their skills to it, and have contributed financially, who have built a team of staff to operate it and fulfill its mission and purpose, and for those who will be here day to day and night to night to offer themselves and their particular talents. And for those who need our help, may I offer this blessing (a version of a traditional Celtic Blessing):*

*Deep peace of the running wave to you.*

*Deep peace of the flowing air to you.*

*Deep peace of the quiet earth to you.*

*Deep peace of the shining stars to you.*

*Deep peace of the infinite peace to you.”*

The first patients were admitted to the Care Dimensions Hospice House on April 11, 2018.

We are grateful to our contributors to *Compassion...The Campaign for Care Dimensions*, which raised more than \$5 million to build the Care Dimensions Hospice House and seed endowments for the Kaplan Family Hospice House, the Pediatric Hospice Program and for Care Dimensions’ innovative programs and services.

## About the House

- 18-private spacious and furnished suites, featuring wheelchair-accessible private bathrooms, HD TV, WiFi access, in-room mini-refrigerators and patios or window seating. Medical equipment can be hidden from view if not needed.
- Visitors are welcome 24 hours a day and each room includes a sofa bed for an overnight guest. Leashed pets are also welcome.
- Family gathering spaces with comfortable seating, a fish tank, fireplaces, office spaces, kitchen/dining areas, children’s play areas, a contemplation chapel and garden, and a Garden of Remembrance.
- Interior designed to feature an abundance of natural light and elements that mimic nature. Curvaceous lines, vaulted ceilings, oversized windows and natural oak accents create a sense of calm and peace.
- Original artwork on loan through a partnership with the deCordova Museum in Lincoln, as well as other pieces created by local artists.
- Beautifully landscaped gardens with walking path set on a wooded site overlooking the Cambridge Reservoir.
- Easy access, centrally located close to I-95/Route 128.

To view the video tour, please visit [CareDimensions.org](http://CareDimensions.org) or call 781-373-6512 to arrange a tour.



In addition to the care Rena received from her hospice team, which included a physician, nurse, social worker, chaplain, hospice aide and volunteer, her daughter also benefited from meetings with the social worker, Danielle Babin. “Danielle was an expert at coming up with strategies and ways to help me and my mother,” said Louise. Her hospice volunteer, who has received additional training in how to communicate and work with patients with dementia, made possible by our donors, provided Louise with some much-needed respite time when she could run errands or attend a class.

“Her quality of life was so much better,” says Louise. “I don't know what I would have done without Care Dimensions to support me and her journey.”

Rena died peacefully in her sleep at her home earlier this spring with her son and daughter by her side.

## Making the Most of Today for Patients with Dementia

It was cold and snowy, but from her home in Lynn, MA, 94-year-old hospice patient Rena Bastarache was gearing up for a busy day. She was eagerly anticipating a complementary therapy visit from Care Dimensions’ Music Therapist Lisa Kynvi, and later in the day her four-year-old great-grandson, Gus, would be stopping by. A perpetual smile on her face, Rena was content and comfortable in her own home, surrounded by her caring family and familiar environment.

Just under a year ago, Rena’s condition was much different. After a series of infections and a fall, Rena wound up in the hospital. “She was lethargic, unable to walk and had lost nine pounds, on an already petite frame,” recalls Louise Hasselstrom, her daughter and main caregiver. Rena’s primary diagnosis of dementia was progressing and causing a myriad of symptoms that weakened her and made her more susceptible to infections. “The doctors suggested we bring her home on Care Dimensions’ hospice program and prepare for the end of my mother’s life,” said Louise.

In her first meeting with their Care Dimensions nurse and social worker, Louise found the expertise and support she and her family needed to help their mother at this difficult time. She and the clinical team agreed on a plan of care for Rena that included a new regimen of medication for her ongoing infections, which were causing her great discomfort. Over the next few weeks something surprising happened: Rena started to improve. She began eating, walking and smiling again. “We had all prepared for the end and were thrilled to have my mother back and so vibrant,” said Louise.

Care Dimensions’ specialized Dementia Support Program creates a personalized care plan for each hospice patient suffering from dementia, whether they are experiencing moderate or severe symptoms, to maximize their comfort and quality of life. The program offers a much-needed layer of assistance to patients and families, reducing hospitalizations and emergency room visits, and relieving some of the stress on caregivers.

*“Getting my mother to this point would have been impossible without Care Dimensions’ support and attention. They’ve been here for mom, but also for me and the entire family.”*

Louise Hasselstrom



**WATCH  
RENA'S STORY**

[CareDimensions.org/YouTube](https://www.caredimensions.org/YouTube)

(Photos clockwise from top left) Rena with her Social Worker Danielle Babin. Rena enjoyed playing with her fidget quilt and stuffed animal provided by her volunteer. Rena and her volunteer, Betty Spellios, worked on a jigsaw puzzle. Rena’s daughter Louise cherished every day with her mother.

## Cardiac Program Provides Daily Monitoring and Telehealth to Control Symptoms and Ease Stress

Jennie Boccelli of Peabody has seen a lot of doctors over her 94 years, especially during the months leading up to her admission onto hospice last summer.

Combating high blood pressure, a hardened coronary artery, and heart disease, Jennie had repeated visits to the doctor and became anxious about her condition. Her anxiety generated chest pains, which led to more doctor's visits and the cycle repeating itself.

When Jennie came onto hospice with Care Dimensions, her care team immediately identified her for our specialized cardiac program, which is designed to help patients and families control the symptoms of heart disease, and reduce crisis situations and visits to the hospital so cardiac patients can look forward to each day, without pain, worry or stress. As part of the cardiac program, the team thought Jennie would benefit from additional daily monitoring using telehealth equipment to supplement the measures the team was taking to help Jennie manage her pain and symptoms.

Every morning, Jennie follows the voice prompts from the telehealth device and sticks her finger in the monitor to measure her pulse and blood oxygen, then she puts the blood pressure cuff on her arm and it inflates to measure her pressure, and finally, she steps on the scale to get her current weight. All of her readings are then transmitted back to the Care Dimensions office to be reviewed by a nurse. If the readings are elevated, the nurse alerts Jennie's hospice nurse that there might be an issue and that she needs a call or visit to review her condition.

"It makes me feel more secure," said Jennie. "I don't worry because I know my readings are monitored and I'm going to get the help I need if anything goes wrong."

"The hospice cardiac program and the telehealth device has been a godsend because we're no longer playing a guessing game about whether my mother needs to go to the doctor or the hospital," said Jennie's daughter, Sharon Boccelli. Jennie's doctor visits have decreased significantly, which gives her peace of mind and allows her to spend more time at home crocheting hats, scarves, and shawls for friends, family, and others.

Patients using the telehealth devices also are surveyed weekly via a computer tablet that transmits their responses to Care Dimensions. Questions focus on symptoms that can serve as "red flags," such as shortness of breath, exhaustion, and swelling in the ankles. The nurse case manager follows up on any responses that are out of the ordinary.

"Everything about my condition has improved since Brenda Weston, my Care Dimensions nurse, and my daughter have taken over," said Jennie, adding that swelling in her ankles and legs has disappeared.

(Photos clockwise from top left) Jennie Boccelli says the daily monitoring of her vital signs through the Cardiac program "makes me feel more secure." Cardiac program patient Manuel Bettencourt has his blood pressure taken by his Care Dimensions Nurse Case Manager, Erin Dunphy.



*"It makes me feel more secure. I don't worry because I know my readings are monitored and I'm going to get the help I need if anything goes wrong."*

Jennie Boccelli

Peabody resident Manuel Bettencourt, 74, is another cardiac program patient who echoes the praises of the program and his telehealth device.

"It gives me confidence," said Manuel, who enrolled in the cardiac hospice program last year. "Day by day, I can see my readings. Communicating with the team really takes the pressure off. I have less stress and it's a big help."

"Through daily monitoring, we're able to notice trends in Manuel's blood pressure and weight," said RN Case Manager Erin Dunphy. "If we see fluctuations that are of concern, we talk to his cardiologist, who adjusts his medications."

The use of telehealth devices for appropriate patients on our cardiac and respiratory programs is another innovative way Care Dimensions provides the highest quality of care and aims to provide the best experience to each patient. To learn more about our hospice specialty services, including the cardiac program, visit [CareDimensions.org/specialized-care](http://CareDimensions.org/specialized-care). The additional cost of telehealth monitoring is not reimbursed by insurance or Medicare and is funded by generous support from our donors.



**WATCH JENNIE'S STORY**

*Learn about our Cardiac Program and Telehealth*

[CareDimensions.org/YouTube](http://CareDimensions.org/YouTube)



## Innovative Palliative Care+ Program Bridges the Gap between Curative and End-of-Life Care

Until very recently, life for former Beverly resident Jeanne Hart, 82, had been a whirlwind of emergency room visits, hospitalizations, and too many medical appointments to count. The trouble started back in 2013, when Jeanne suffered a fall as a result of a previously undetected back fracture caused by a tumor. After being diagnosed with metastatic breast cancer, Jeanne underwent two back surgeries and one to strengthen her leg. Afterward, she started a course of chemotherapy followed by radiation. Jeanne also struggles with rheumatoid arthritis and diabetes. Despite all these challenges, she manages to poke fun at her situation. “On paper, I look terrible,” she says, “but in person I look pretty good.”

It took time for Jeanne, a retired surgical nurse, to get used to having to devote so many hours of her week to medical care. Still, she always made time for regular get-togethers with her former nursing colleagues. Those same colleagues were ultimately the ones who convinced her that things needed to change. “I was trying to be the tough guy, but it wasn’t working out very well,” she explains. “My daughter Cathy had to shoulder most of the burden of my care, driving from her home in Haverhill to Beverly to bring me to doctors’ appointments, and also shopping for me, doing laundry, and cleaning,” she says. “My friends pointed out what a burden it was on Cathy, and I realized I wasn’t being fair to her or her husband, so I finally agreed to come live with them in October 2017.”

The next month, after experiencing increased pain and more trouble walking, her primary care physician at North Shore Physicians Group (NSPG) recommended she enroll in the Palliative Care+ program, a collaborative initiative between Care Dimensions and NSPG to improve access to palliative care beyond the hospital setting. Funded by a \$750,000 Health Care Innovations Initiative Grant from the Massachusetts Health Policy Commission, Palliative Care+ identifies high-risk patients with life-limiting illness earlier in the trajectory of their illness, bridging the gap between curative and end-of-life care.

Once enrolled in Palliative Care+, Jeanne had a visit at her home with Care Dimensions Nurse Practitioner Pam Binnie to assess her pain and to help alleviate the discomfort she was feeling in her back and hips, and its effects on her sleep, appetite and overall function. Jeanne was initially hesitant to change her pain medication because she had experienced worsening side effects the last time she had changed medication, but with Pam’s guidance she agreed to incrementally increase her long-acting pain medications. Over the next few days, Jeanne was in daily contact with the Palliative Care+ nurse coach, Ginoux Bernard, who called to check on her progress and then reported the findings back to Jeanne’s NSPG physician. After some initial improvement, Jeanne’s pain returned, so Pam went back to visit her and assess the dosage, which Jeanne agreed to increase. After four days, Jeanne reported to her nurse coach that the pain was less, she was sleeping better, eating more and she was able to interact with her family for longer periods.

Although Palliative Care+ helped improve Jeanne’s quality of life, she and her family decided in December that hospice care was the next logical step –a decision that was made easier through their earlier introduction to Care Dimensions and palliative care.

While she does spend a fair amount of the day sleeping, Jeanne is delighted that she is still able to indulge in one of her favorite pastimes— watching MSNBC to keep her finger on the pulse of breaking news. She also gets a kick out of her daughter’s cat, Shadow, who has become quite attached to Jeanne in a short period of time.

Cathy is grateful that her mother still has a good quality of life, thanks in large part to Care Dimensions. “Having Care Dimensions’ nurses available whenever you need them has been a huge relief,” she explains. “They have some really, really good nurses who are very compassionate and caring. I know that they have my back and that is huge.”

Recently, Jeanne has had increased pain that has been difficult to manage at home, so she has stayed at the Kaplan Family Hospice House where the clinical team has been able to more closely monitor her medications.

(Photos clockwise from top left) Care Dimensions physician Nancy Otovic, MD, checks on Jeanne during her stay at Kaplan House. A talented photographer Jeanne shows off her work. Jeanne and her daughter Cathy appreciate the extra support from Care Dimensions.



## About Palliative Care+

In addition to improving patients' quality of life, one of the goals of the 18-month Palliative Care+ program is to slow the growth in health care costs by reducing unwanted hospital emergency room visits and readmissions through increased use of expanded community-based care and telehealth medicine. Palliative Care+ is available to Medicare patients with a life-limiting illness who are seen by an NSPG provider and participate in its Accountable Care Organization. The Palliative Care+ team is modeled after similar expanded palliative care programs across the country and builds on Care Dimensions current palliative care services.

# 2017 Year in Review

## January



We held several volunteer appreciation events in Danvers and Waltham and expanded our volunteer training offerings to include evenings and weekends.

## March



The Annual Anchor Dip, sponsored by the Anchor Pub & Grille and Jubilee Yacht Club in Beverly, raised \$13,046 for another successful fundraiser.

## June



Our Greater Boston office added several new members to its clinical team, including: Alifia Waliji-Banglawala, Director of Pharmacy Services; Johnson Wu, Physician; Helena Thornley, Physician; and Robert Taylor, Associate Medical Director.

## September



A third class of hospice nurse residents joined us to hone their skills in hospice and palliative medicine. Upon completing the program, the residents are now working at the Care Dimensions Hospice House.

## October



Dr. G. Allen Power, author, advocate and Board-certified internist and geriatrician, led a professional and community presentation on *Dementia Beyond Disease: Changing the Culture of Care*.

## December



Support Services Manager Hope Drysdale and Chaplain Bob Hagopian received the **Rick Vescovi Award**; nurses Patricia Condon and John McDonald received the **Kathleen Schroot Memorial Award** and hospice aides Alexandra Delacruz and Abdul Karim Mwebesa received the **Lane-Butler Gift of Compassion**.



# Community Benefits Report 2017



## Camp Stepping Stones

Camp Stepping Stones, the annual one-day experience for children and families who have lost someone close to them, welcomed 59 campers, 62 adults and 76 volunteers on a sunny day in July. Children and teens engaged in commemorative arts and crafts, and enjoyed music, pet therapy, yoga, a tie-dyeing activity, outdoor games and aerial jumping. Parents, guardians and grandparents had the opportunity to attend workshops related to grief, loss and self-care. *The 2017 Camp Stepping Stones was made possible through a Grief Reach grant from New York Life Foundation, support from the TJX Corporation and our many generous donors.*



## 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

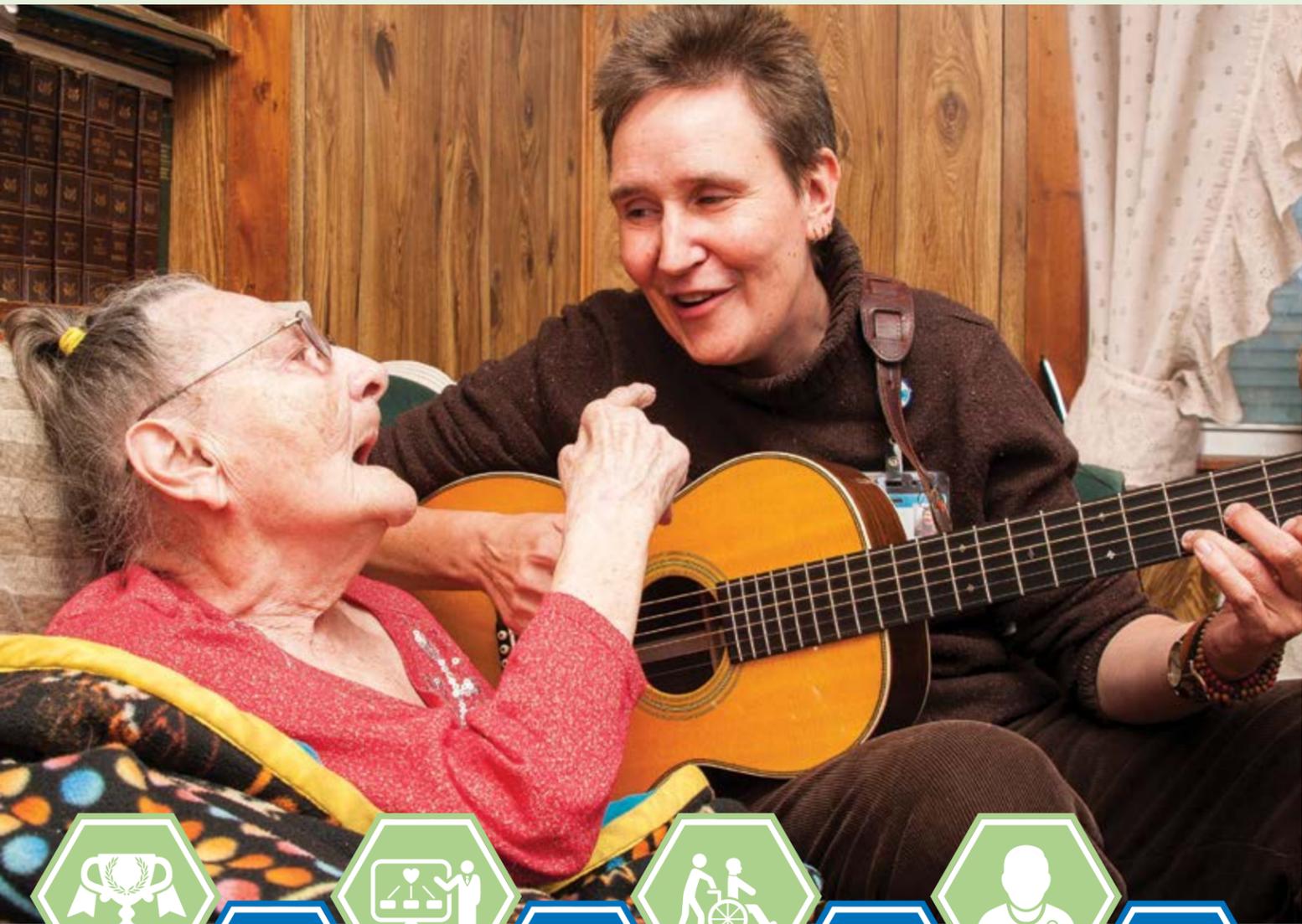
Care Dimensions is appreciative of the municipal support we receive from Danvers and Lincoln, where our hospice houses are located. In recognition of that gratitude and our non-profit status, Care Dimensions has offered payments in lieu of taxes to both communities.

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



In 2017, Care Dimensions had a total community benefit of

**\$3,448,579**



## Care Dimensions: A Trusted Source of Education on End-of-life Care

Caring for patients at end of life requires unique, specialized skills and awareness of specific issues, not only for pain and symptom management, but also for family and caregiver support. As an outgrowth of its commitment to excellence in end-of-life care, Care Dimensions has earned a reputation for providing expert training to other healthcare professionals and the community.

"It is a part of our mission to share our knowledge and expertise on end-of-life care with healthcare colleagues as well as members of our community," said Care Dimensions Education Specialist Mary Crowe, LICSW, ACHP-SW. In 2017, we provided extensive training to more than 6,700 people through 460 programs throughout our service area.

Hector Montesino, Executive Director at Deaconess Abundant Life Services, came to Care Dimensions to develop a tailored end-of-life training program for his facility's licensed professionals and nursing assistants. "Nearly a quarter of our patients are receiving hospice care, so we needed training to address caring for a dying patient and the roles of the hospice team – from caregiver to nurse to family member. Care Dimensions' training was fabulous!" said Montesino. "Our licensed professionals earned CEUs and the companions and home health aides were properly trained on end-of-life care. The training helped to bring our agency to a whole new level and the certificates of participation gave our staff a sense of purpose and accomplishment."

With over 60 professional and community education offerings, Care Dimensions' trainings cover a broad range of topics such as: Hospice 101, pain and symptom management, LGBT aging, care of patients with end-stage dementia, caring for veterans at end of life, grief and bereavement support, and caregiver wellness. Courses are delivered in several formats, from traditional in-classroom settings and webinars to new

"Cinema and CEU" programs that have been developed to utilize current films or documentaries such as *Being Mortal*, *Tuesdays with Morrie*, *Wit*, *P.S. I Love You* and *Nine to Ninety*. These engaging programs allow for viewing and guided discussion about the end-of-life topics addressed in the films.

Care Dimensions, certified to deliver training through the End-of-Life Nursing Education Consortium (ELNEC), facilitated three ELNEC training sessions in 2017 at Beth Israel Deaconess Medical Center, Tufts Medical Center and Brooksby Village.

"We've worked with Care Dimensions to provide several trainings for our staff including, *Medical Ethics: Doing the Right Thing*," said Melanie Bernardin, Director of Resident Life at Brooksby Village in Peabody. "We've found all of the trainings to be relevant, engaging and most importantly, beneficial to our staff and their interactions with those they care for." Care Dimensions continually looks for innovative ways to reach new audiences including a cable television show, shown in Danvers and several other communities, and posted on are Dimensions' YouTube channel. "We're also investigating how we can produce a new podcast and Facebook Live discussions," said Crowe.

If you would like to learn more about having a Care Dimensions speaker at your professional or community organization, call Mary Crowe at 888-283-1722.



**WATCH CARE DIMENSIONS' "TIMING IS EVERYTHING" CABLE SHOW, HOSTED BY MARY CROWE**

[CareDimensions.org/YouTube](http://CareDimensions.org/YouTube)

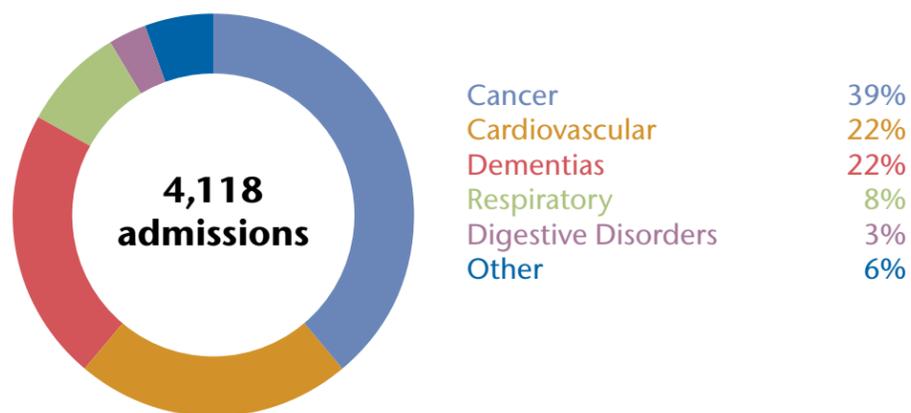
# A Year of Service 2017

## Serving More People in Their Time of Need

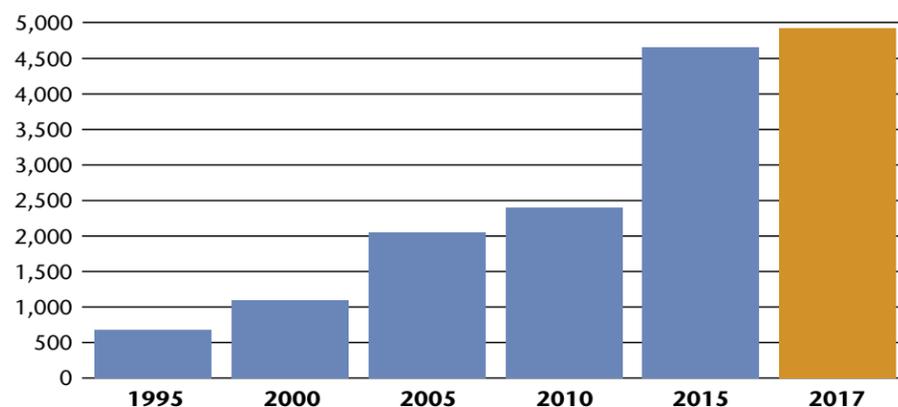
### Hospice Admissions by Referral Source



### Top Five Diagnoses (Patients by Diagnosis)



### Total Hospice Patients Served



## Balance Sheet

### ASSETS

#### Current Assets

Cash and Cash Equivalents	\$9,759,139
Accounts Receivable, net	\$7,162,362
Other Current Assets	\$1,707,863
<b>Total Current Assets</b>	<b>\$18,629,364</b>

Investments	\$26,847,746
Property and Equipment, net	\$29,223,010
Other Assets	\$ 3,031,965
<b>Total Long-term Assets</b>	<b>\$59,102,721</b>

<b>Total Assets</b>	<b>\$77,732,085</b>
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### LIABILITIES AND NET ASSETS

#### Current Liabilities

Accounts Payable & Accrued Expenses	\$4,451,347
Accrued Payroll and Related Expenses	\$4,669,881
Other Current Liabilities	\$1,503,795
<b>Total Current Liabilities</b>	<b>\$10,625,023</b>

Long-term Debt & Other Liabilities	\$17,239,043
Unrestricted Net Assets	\$45,963,543
Temporarily Restricted Net Assets	\$ 3,334,697
Permanently Restricted Net Assets	\$ 569,779
<b>Total Net Assets</b>	<b>\$49,868,019</b>

<b>Total Liabilities and Net Assets</b>	<b>\$77,732,085</b>
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## Statement of Operations

Operating Revenue	\$63,934,858
Operating Expenses	\$63,004,729
<b>Income from Operations</b>	<b>\$ 930,129</b>

<b>Investment Income</b>	<b>\$2,736,362</b>
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Fundraising Revenue	\$ 2,250,952
Fundraising Expense	\$ 1,104,402
<b>Fundraising Income</b>	<b>\$1,146,550</b>

<b>Change In Unrestricted Net Assets</b>	<b>\$4,813,041</b>
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## 2017 Financials

### Your Support At Work:

To ensure we can fulfill our mission, we strive for a 1% operating margin target. For 2017, our positive change in unrestricted net assets will be used in 2018 for the following:

- **Helping to offset our Palliative Care program:** We have a \$1 million annual need outside of what is reimbursed for palliative care, and the program is expected to expand in 2018.
- **Opening the Care Dimensions Hospice House:** As we open up our inpatient hospice house in Lincoln, there is an upfront investment in staffing and operations.
- **Staffing:** The generosity of donors and community partners enables us to continue to create innovative programs and add additional staffing where needed.
- **Assisting families:** In 2017, we were able to provide \$353,000 in financial assistance to eligible patients, as well as \$48,000 in grants to patients and their families for emergency needs, such as food, clothing, utilities, and funeral expenses.
- **Finally, building our reserves:** 2017 was a good year for us with fundraising and investment incomes, however there is an element of unpredictability in future markets. We need to build and maintain a robust reserve to ensure some security for our future.

Thank you for your partnership.

# Community Support Enriches Our Care for Patients and Families

Guided by compassion and service, we have pioneered new ways to deliver care, helping many thousands of families throughout the region. Ours is a comprehensive program of hospice, palliative, and supportive services to address the physical, psychological, social, and spiritual care needs of those affected by terminal or life-limiting illness, death, and loss. We offer compassionate care, support, consultation, and education.

Gifts to Care Dimensions provide critical support to help us bridge the gap, providing expendable resources that help Care Dimensions meet current operational expenses.

These efforts align with four dimensions of our care:

## INNOVATION

To serve our community, we must continue to explore and implement innovative approaches to care, including:

- Specialized programs for patients living with dementia
- Advanced technology, such as telehealth, which allows for instant monitoring for patients with cardiac and respiratory diseases
- Partnerships with emergency responders to help reduce emergency room visits

## CARE TEAMS

To provide exceptional end-of-life care, staff and volunteers must maintain a high level of proficiency and quality.

Philanthropy supports:

- Ongoing seminars, online training, and evaluation for all staff and volunteers
- 21-hour initial volunteer training program for 450 volunteers and supplemental ongoing education

## COMMUNITY CARE

We share our expertise with community groups, schools, businesses, and individuals throughout the year.

- Hundreds of presentations on managing life-limiting illness are presented every year
- Bereavement counseling and programs for thousands of patients, regardless of their ability to pay

## URGENT NEEDS

The nature of our work calls for immediate responsiveness. Moments matter to our patients and their families. Your generosity helps to provide:

- Care for all patients and families, including the uninsured and under-insured
- The Family Fund, providing emergency assistance to families

# Thank You

## Gilson Family Foundation Honors its Founders with Support of Care Dimensions Hospice House

Leo Gilson of Marblehead provided generous financial support to Care Dimensions years before he ever had a need for hospice care. Later, when a myriad of heart-related health problems began taking their toll, Leo stipulated that Care Dimensions would continue to receive his support through the Gilson Family Foundation. Since Leo's death in 2015, his commitment to Care Dimensions lives on through the foundation's support of the Care Dimensions Hospice House in Lincoln. That support has been commemorated through the naming of the children's playrooms and the Garden of Remembrance at the new facility.

The Gilson Family Foundation is managed by Leo's niece Michelle Schmidt of Concord. Michelle, who cared for Leo in his final years and continues caring for his wife, Lucy, explained why the need for a special space for the youngest relatives of hospice care patients was so important to her and her family. "While she was working, Lucy was a teacher's aide and she would work individually with children who needed extra support," Michelle says. "She has always been very kid oriented, so it seemed appropriate to support the creation of the children's playrooms in her honor," she added. "We also felt it was important to have a peaceful outdoor place for patients and their families, which is why we also made a pledge toward the Garden of Remembrance."

Leo Gilson spent the last weeks of his life in hospice care at home in Marblehead. As Leo's primary caretaker, Michelle was faced with difficult decisions during this time. "I hit this anxious period, but fortunately the Care Dimensions social worker helped me through it. The reassurance I received was the most comforting thing and the grief support after Leo's death was also beneficial." The fact that Care Dimensions provides support—not just to patients, but also to their families—made a big impression on Michelle and convinced her that continued financial support of Care Dimensions was one of the best ways she could honor her uncle's memory.

To learn more about supporting Care Dimensions through tribute gifts or planned giving, please contact Kelly Taranto, Gift Officer, at [KTaranto@CareDimensions.org](mailto:KTaranto@CareDimensions.org) or 781-373-6512.



(Pictured) One of the Children's playrooms at the Care Dimensions Hospice House.



The David Sherman Legacy Society, was established in 2011 to honor and acknowledge individuals who have made Care Dimensions part of their estate plans through a bequest, gift annuity, charitable trust, or any other form of deferred giving.

Care Dimensions deeply appreciates the vision of this forward-thinking group of donors. Because of their generosity, Care Dimensions will be able to provide expert and compassionate care for those affected by life-limiting illness, and loss of a loved one, well into the future.

“The true meaning of life is to plant trees, under whose shade you do not expect to sit.”  
– Nelson Henderson

- |                              |                          |
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| Stella Nahatis               |                          |

\* Deceased



The David Sherman Legacy Society gathered for its 2017 annual luncheon.

To discuss your estate plans or join the David Sherman Legacy Society, please contact Mary Doorley Simboski, Vice President for Philanthropy at [MSimboski@CareDimensions.org](mailto:MSimboski@CareDimensions.org), 978-750-9394.

## Introducing Compassionate Touch

Care Dimensions has added Compassionate Touch to its array of complementary therapies to enhance quality of life for patients, especially those with Alzheimer’s or other forms of dementia. Those trained in Compassionate Touch introduce calmness to the patient by applying gentle pressure to targeted areas such as the hands and arms. Care Dimensions received a \$10,000 grant from North Shore Community Health Network to train lead coaches, who will train Care Dimensions staff and volunteers in this technique. These coaches will also be available to educate caregivers in the community.

## 2017 Memorial Donations

It is an honor and privilege for the staff of Care Dimensions to care for each patient and family. We pledge to walk beside you on this journey and make the most out of every day.

In 2017, Care Dimensions was named by families to receive memorial donations in memory of their loved ones listed below. We are grateful.

Memorial donations allow us to continue our unwavering dedication to ensure that our patients spend their final days in comfort, peace and dignity.

- |                        |                              |                        |                       |
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## Walk for Hospice

Thanks to the generosity of our walk teams, donors and sponsors our 30th Annual Walk for Hospice raised over \$187,000. More than 3,500 walkers came with their families, colleagues, friends and classmates in memory of their loved ones and in support of Care Dimensions' mission.





# CareDimensions

*Compassionate expertise for advanced illness*

75 Sylvan Street, Suite B-102  
Danvers, MA 01923

For the latest news and events,  
please follow us online:



**Care Dimensions**, founded in 1978 as Hospice of the North Shore, was one of the nation's first hospice providers. As a community-based, non-profit leader in advanced illness care, it has become the largest, most comprehensive hospice provider in the Commonwealth. With the mission of providing exceptional care, support, education and consultation to those affected by life-limiting illness, death and loss, Care Dimensions provides care for patients in more than 90 communities in Eastern Massachusetts.

*If you do not want to receive future fundraising requests supporting Care Dimensions, please contact the Philanthropy Department by email at [Philanthropy@CareDimensions.org](mailto:Philanthropy@CareDimensions.org) or call 978-223-9787.*

## 2018 Schedule of Events

Please join us for these special events throughout the year. For more details on these activities and how you can participate, visit us at [CareDimensions.org](http://CareDimensions.org) or call 888-283-1722.



### **31st Annual Walk for Hospice**

Sunday, September 30  
St. John's Prep Campus, Danvers

### **28th Annual Tree of Lights Ceremonies**

Monday, December 3 ~ Gloucester  
Tuesday, December 4 ~ Danvers  
Wednesday, December 5 ~ Greater Boston  
Thursday, December 6 ~ Swampscott