

Community Benefits Report 2019



In 2019, Care Dimensions
had a total community benefit of
\$5,597,695

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:

- Hospice and Palliative Care Federation of Massachusetts' Board of Directors
- Massachusetts Coalition for Serious Illness Care
- National Partnership for Hospice Innovation
- National Hospice and Palliative Care Organization
- Hospice and Palliative Nurses Association's RN Residency Council
- Boston Area Chapter of Hospice and Palliative Nurses Association's Executive Board
- Massachusetts Department of Public Health's MOLST Refresh Team
- Massachusetts Health Policy Commission's Learning and Development Advisory Group
- Hospice Medical Director Certification Board Exam Committee
- American Academy of Hospice and Palliative Medicine
- Society of Pain and Palliative Care Pharmacists
- Massachusetts Pharmacists Association
- Task Force on Palliative Care Content in Nursing Education in Massachusetts
- North Shore Community College School of Nursing Advisory Committee
- North Shore Medical Center's Patient Family Advisory Committee and QPAC Committee
- New England Children's Bereavement Network and other child life and bereavement groups
- North Shore Chamber of Commerce's Board of Directors
- Greater Boston Chamber of Commerce's Health Care & Life Sciences Leadership Council
- Human Resources State Council of New Hampshire
- Greater Merrimack Valley Human Resources Association
- WGBH Corporate Executive Council
- Senior Resource Council of Greater Boston
- Friends of the Danvers Council on Aging

As part of Care Dimensions' employee volunteer program, 13 employees were granted four hours of paid time to volunteer at community organizations within the communities we serve to show our support and dedication to our community. Organizations included Drumlin Farms, Credit 4 Life Program for Danvers High School students, Peabody Pride Community Cleanup, and at Tough Ruck, a fundraiser for fallen military personnel. Additionally, staff coordinated and participated in several collection drives for food, clothing, and toys for organizations in our communities.

Total community benefit

\$74,598



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.

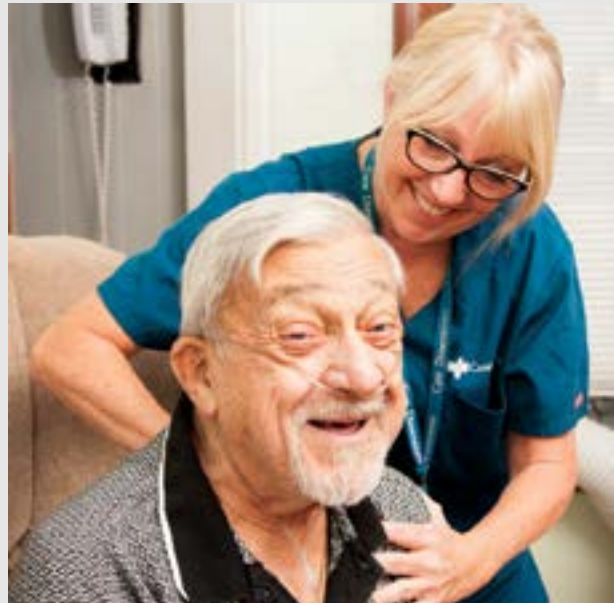
Total community benefit

\$48,000



Community-Based Palliative Care Program

Our palliative care team works in partnership with each patient's physician and healthcare team to offer an extra 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.



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.

Total community benefit

\$1,700,600



4,103

Palliative care visits provided by our team.

Total community benefit

\$631,400



10,347

complementary therapy visits received by Care Dimensions patients and families in 2019.

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 and the Care Dimensions 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!

Additionally, we are grateful for the leadership and service provided by volunteers on our Patient and Family Advisory Council and our Board of Directors.

While hospice organizations are required by Medicare to fulfill a requirement of 5% of volunteer hours per year, we exceed that requirement at 7.56%.

- 135 new volunteers were trained in 2019
- 2,370 hours of volunteer training provided
- 574 volunteers provided 35,556 hours of service

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 75 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 13 crisis interventions and counseling sessions in schools and workplaces. Additionally, our grief services team hosted a networking session for community grief professionals.

Total community benefit

\$1,143,143



Total community benefit

\$825,000



9,031

individuals were served by our grief support professionals.

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 \$449,000 in financial assistance to eligible patients.

In addition, Care Dimensions offers a Family Fund that provided \$72,101 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.

Total community benefit

\$521,101



Professional and Community Education

The Care Dimensions Learning Institute is dedicated to educating the communities we serve, the professionals that care for our patients and families, as well as the next generation of healthcare professionals. In addition to in-person education, Care Dimensions offers webinars, the *Timing is Everything* cable television show, and the *Living Forever, Not an Option* podcast to educate the community about issues surrounding living with an advancing illness.

As a thought leader and industry pioneer, Care Dimensions is also committed to researching best practices and ways to provide leading-edge care to patients and families. Our staff contributes to innovative research studies conducted by the University of Utah, the University of Massachusetts and New York University.

In 2019, Care Dimensions trained and supervised the following:

- 23 physician fellows and residents
- 1 pharmacy fellow
- 5 nurse practitioner students
- 48 nursing students
- 2 music therapy interns
- 3 social work interns
- 2 bereavement interns

Total community benefit

\$653,853



500

Educational programs provided to healthcare professionals and community members, reaching more than

7,300 participants.