



LIFE-CHANGING CARE



Hello & Welcome

We bring you warm wishes and good news! Fiscal year 2018 was filled with opportunities and accomplishments. Of particular note, it was a year of several firsts:

- We opened the Care Dimensions Hospice House in Lincoln in April and served 460 patients and families in our first year.
- We were selected as one of the Best Places to Work in Healthcare by *Modern Healthcare* magazine based on survey responses from our employees.
- We completed the 18-month state-funded Palliative Care+ pilot program with the North Shore Physicians Group, providing 246 patients with expanded community-based palliative care and setting the stage for our new comprehensive palliative care program.
- We hired our first Chief Information Officer, Dan O’Neil, who has expanded our focus on interoperability and how we collect and use data, and started a new initiative on business intelligence.
- We launched our Patient and Family Advisory Council—one of the first in the nation for a hospice—and the embodiment of our commitment to innovation, improvement, and striving for the best patient and family experience.
- We cared for 5,120 hospice patients and their families, 1,400 palliative care patients, and nearly 7,300 grieving family members and friends.
- We provided more than \$5.1 million in benefits to our community.

The year was one of investing and discerning. How much can we do? What can we sustain? How can we be sure that we have the best resources for our staff? What needs to be done to ensure that we can customize care to patients and families? How can we continue to grow in our relationships with our local healthcare systems and providers? It remains my absolute delight to work with all of you as we design our organization’s architecture to optimize its community service potential.

Annual reports are an attempt to quantify the results and activities of a not-for-profit program. I hope that your curiosity will be piqued and you’ll want to know more about the quality, energy, and vigor that I am privileged to witness every day. Once you know more about us, I feel confident that your commitment and support of this amazing agency will be renewed and revitalized.

As always, thank you so much for your support of Care Dimensions.

Patricia Ahern, RN, MBA, FACHE
President and CEO

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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Hospice Provides Acceptance and Comfort for LGBT Patient Without Support System

“Not everyone has family there for them,” shared hospice patient Joan Casey. The 81-year old woman with severe chronic obstructive pulmonary disease (COPD) was quick-witted, intelligent and facing the reality of her disease without the benefit of loved ones to support her. Joan says that her isolation from family began at an early age when she came out as lesbian and was immediately rejected. “There was one aunt who accepted me as I was, but that was it,” recalled Joan.

After retiring from a career as an accountant for several non-profit organizations, Joan was diagnosed with COPD. Over time, her breathing became more labored and the disease sapped her of energy. She became dependent on oxygen and eventually needed to move to a skilled nursing setting. It was shortly after this time that Joan became a hospice patient with Care Dimensions.

“From the day I arrived, I never felt like a stranger. It felt like I was part of a bigger family.”

Joan Casey

Without any close family and still dealing with that early rejection, Joan struggled and feared not being accepted. “When I first starting working with Joan, she talked often about her feelings of helplessness. She was grappling with her inability to return home and losing her independence. We spent many weeks processing her fears, finding simple ways to give her control over her surroundings,” Care Dimensions Social Worker Inez “Cheshire” Schanker recalls of her early visits with Joan.

While weekly visits with the hospice nurse and social worker gave Joan the boost she needed physically and emotionally, they did far more. “Being accepted without judgment allowed Joan to feel truly safe for one of the first times in her life,” said Cheshire.

Joan’s symptoms spiked and she needed the more intense clinical care of the Care Dimensions Hospice House to bring them under control. “When the ambulance drove up to the hospice house I was sure we’d taken a wrong turn,” said Joan. “It was beautiful and like nothing I could have imagined.” Knowing that a new environment was likely to increase Joan’s anxiety, Cheshire visited with her, but within hours she felt like she was at home. “From the day I arrived, I never felt like a stranger. It felt like I was part of a bigger family,” said Joan.

Joan’s health continued to fail and her symptoms required that she remain at the hospice house for several weeks through Christmas and seeing her beloved Patriots win the Superbowl. She grew close to the staff and volunteers and loved giving out favorite recipes and sharing candy with her visitors. She was known to say, “Who knew dying could be so much fun?”

Joan was particularly touched by the caring volunteers at the hospice house who went out of their way to make her feel valued. “Joan told me that at the hospice house she felt a sense of community and belonging that she had rarely, if ever, felt in her life,” said Care Dimensions Hospice House Social Worker Laci Gentry. “Joan wanted to tell her story to make sure people knew that hospice was not a scary word, and that being on hospice was the first time she felt accepted and cared for as a lesbian woman with a terminal illness.”

“Here, everyone has someone to hold their hand when they need it — for as long as they need it and as often as they need it,” said Joan. On the day she died, hospice house staff and volunteers sat vigil with Joan, making sure she knew she was never alone and was surrounded by people who loved and admired her.



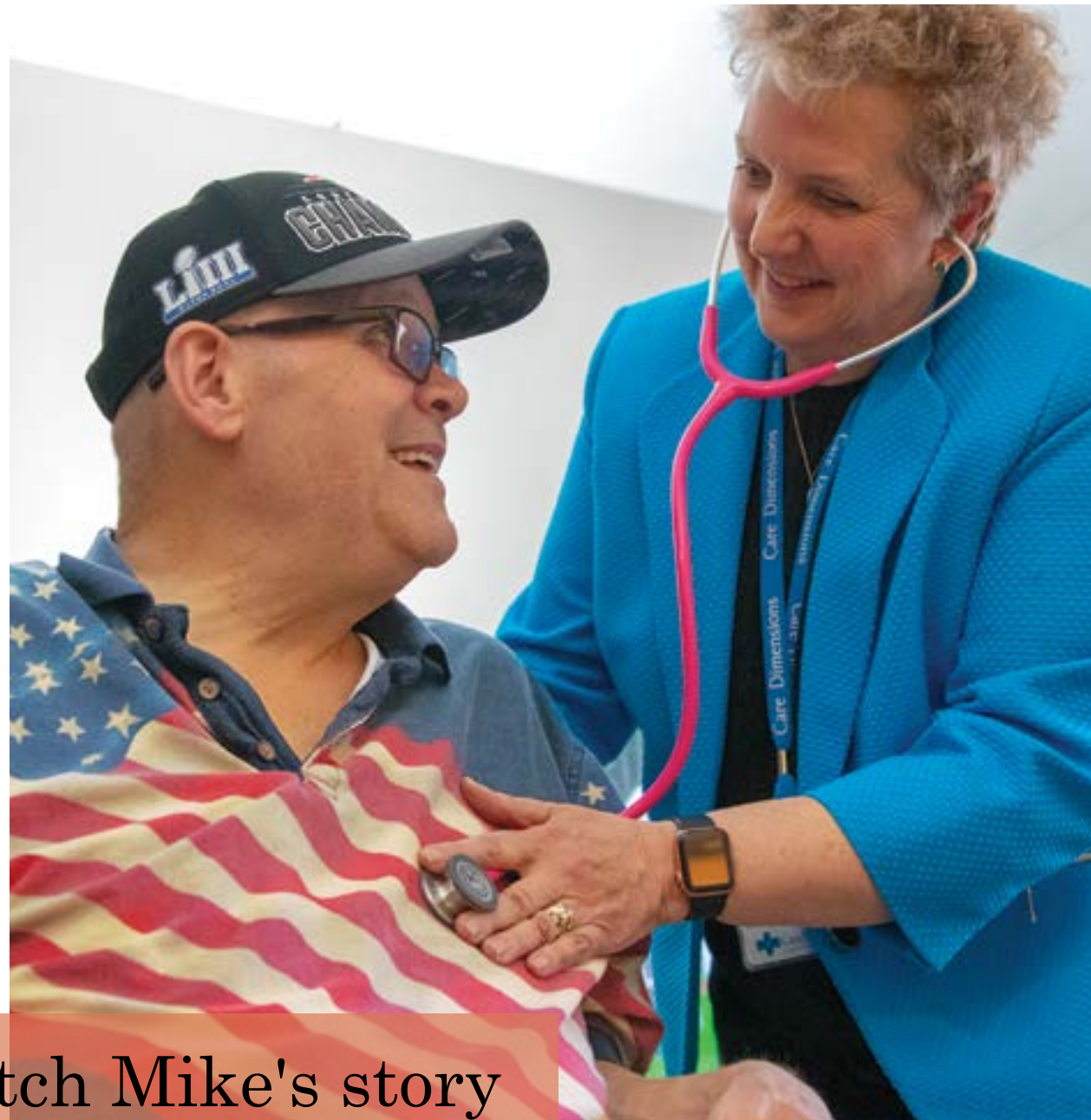
Care Dimensions Hospice House Social Worker Laci Gentry visits with Joan Casey.

Watch Joan's story
[CareDimensions.org/YouTube](https://www.caredimensions.org/YouTube)

Care Dimensions Hospice House Combines the Comfort of Home with the Benefits of Hospital-Level Medical Care

Sometimes situations arise that make it difficult for adults and children receiving hospice care to be cared for at home. Opened on April 11, 2018, the Care Dimensions Hospice House offers an alternative to hospitalization for patients who require specialized care for acute pain and symptom management. Located on 12 wooded acres in Lincoln on the Waltham town line, the Care Dimensions Hospice House is a warm, homelike setting where patients receive hospital-level medical care, comfort and support. Private suites overlook the Cambridge Reservoir and landscaped gardens, and comfortable common areas include welcoming kitchen and dining areas, family rooms, children’s play areas, and a contemplation room.

In its first year, 460 patients from 95 communities were cared for at the hospice house. To view a video tour, please visit [CareDimensions.org/CDHH](https://www.caredimensions.org/CDHH) or call 888-283-1722 to arrange a tour.



Care Dimensions Palliative Nurse Practitioner Jeanne Earle meets with Mike Lester at his home in Beverly.

Watch Mike's story
[CareDimensions.org/YouTube](https://www.caredimensions.org/YouTube)

Expanding Community-Based Palliative Care Program

Now that the 18-month pilot Palliative Care+ Program has ended, Care Dimensions is investing more in community-based palliative care to give patients like Mike an extra layer of support that can help them keep the symptoms of their advanced chronic illnesses in check, improve quality of life and ease stress. This expanded model will add the services of nursing and social work to the consult program that Care Dimensions nurse practitioners and physicians have provided since 2002. Depending on a variety of factors, including clinical condition and the patient's support network, patients will be assigned to one of three programs. Each patient will receive a combination of in-person visits and telephonic support, individualized to their needs. Initially available to patients on the North Shore, the program plans to offer this expanded service throughout our entire service area by the end of 2019.

Palliative Care Offers Support, Quality of Life for Beverly Man

Mike Lester, 57, was diagnosed with diabetes in his late 20s. For more than 25 years, he managed his condition, could function without restrictions, and enjoyed good quality of life.

That all changed three years ago when he developed circulatory problems in his legs and chronic obstructive pulmonary disease (COPD). He endured surgeries, complications, rehabilitation stays, and the amputation of his left leg. His day-to-day existence had gone from a normal one to a cycle of medical appointments, treatments, and recovery periods.

In the spring of 2018, Mike's primary care physician (PCP) with North Shore Physicians Group referred him to Care Dimensions' Palliative Care+ Program, a collaborative state grant-funded pilot program to improve access to palliative care. Offered in conjunction with curative care, the Palliative Care+ Program gave Mike access to an extra layer of support through monthly home visits by a nurse practitioner and weekly phone calls from a nurse coach.

Mike's Palliative Care+ team checked in on him regularly to track his progress, offer suggestions, and report findings to his PCP. Although he was at home in Salem, Mike was suffering from multiple, painful open wounds that required dressing changes by a visiting nurse. Calls from the Care Dimensions nurse coach "helped keep me focused on getting better, made suggestions on what I could do differently, and made my pain a bit more bearable," Mike recalled.

Mike had more obstacles to overcome, however. In early fall of 2018, Mike had a vascular bypass, in which the surgeon replaced a damaged vein in his right leg with a good vein from his right arm. He was fitted for a prosthetic leg and started learning how to walk with it. But, then a series of complications led him back several times to the hospital's intensive care unit, rehabilitation, and finally back home.

Mike has faced death several times and he's living daily with the symptoms and complications of a serious illness. But, with the support of the palliative care team, he has bounced back, is home and focused on the future.

Care Dimensions' palliative care nurse practitioner Jeanne Earle has been working with Mike since November 2018. Before each visit, she checks in with the case manager at Mike's PCP office who coordinates his care. "I find out what's going on with Mike, see how his condition has changed since my last visit and how his pain is being managed," said Jeanne. "I'll call the case manager again after my visit to let her know if I have any concerns based on my observations of his health and his living conditions."

"I'm truly grateful for all the additional support from Care Dimensions palliative care team that has helped me get my quality of life back."

Mike Lester

Visiting Mike in his home gives Jeanne increased insight into Mike's condition and how he's coping with the symptoms of his disease. After noticing that Mike wasn't getting out much because his walk-up apartment in Salem wasn't easily accessible for him, she suggested that he move to a new apartment that would be easier for him. In January, Mike moved into a Beverly apartment building that has an elevator and doorways wide enough to accommodate his wheelchair. Now that it's easier to get out, Mike's outlook has improved and his stress has decreased.

"Jeanne puts my mind at ease," said Mike. "It's like I have someone watching over me. She gets in-depth with everything that's going on with me. She's very informative, and if she doesn't know the answer to a question I may have, she'll find out, which means a lot. She keeps me on track and is a great member of my personal care team."

"I'm truly grateful for all the additional support from Care Dimensions palliative care team that has helped me get my quality of life back," said Mike.

Collaboration is Cornerstone to Increasing Access to Hospice Care for Individuals with Intellectual and Developmental Disabilities

Elmer “Skip” Marshall, 74, of Lynnfield, lit up and grinned from ear to ear at the sight of a candle-covered cake and balloons as his hospice team gathered together to surprise him with a birthday celebration. For a man who reveled in one-on-one interactions and attention, this display of genuine affection was exactly the birthday gift he hoped for and he loved every minute.

“Skip hasn’t had an easy life,” said Care Dimensions Social Worker Karen Rookwood. He was born with developmental and intellectual disabilities, and with many health issues he’s been in and out of hospitals. “But, despite his speech impairment that can sometimes make it hard for him to express himself, he has a way of communicating straight from the heart. He’s so open and appreciative of the people he loves.”

“It helps me when I’m sick in the middle of the night. I know a nurse will come see me.”

Skip Marshall

As a client receiving services from the Massachusetts Department of Developmental Services, Skip lives in a group home with four other residents and is cared for by staff from NuPath. “Skip loves his home, and the staff loves him,” said Karen.

Over time, his chronic obstructive pulmonary disease (COPD) had worsened and he was having recurrent bouts of pneumonia, resulting in several hospitalizations. Knowing how hard the hospitalizations were on Skip and his fervent desire to be at home, his physician suggested Skip consider

hospice care at home. His sister Marianne, who is a nurse in Maine and is very involved with Skip’s care despite the distance, helped Skip understand his choices.

“Skip chose hospice because, even knowing that hospitalization is always a possibility because he has so many complicated needs, he appreciated that the likelihood would be decreased because hospice support is available 24/7,” said Karen.

“It helps me when I’m sick in the middle of the night. I know a nurse will come see me,” said Skip.

To provide the best care for Skip, Care Dimensions collaborates with the NuPath group home staff and its full-time nurse, Coralee Beckingham, RN, who coordinates all the residents’ medical care. “The relationship and care coordination works so well because we know Skip and can advocate for him,” said Coralee. “The Care Dimensions team takes that input and comes up with a plan to meet his needs. The hospice team respects Skip and his wishes. They make sure that Skip knows exactly what’s going on and why we’re doing things.”

“The NuPath staff is wonderful at supporting and caring for someone with a disability, but end-of-life care is new territory for them,” explained Karen. “They turn to Care Dimensions to provide expertise, education and medications to keep him at home and to live out the remainder of his days the way he really wants to.”

“There’s a lot of teaching with the staff about the specifics of the medical care Skip needs, but also his emotional and spiritual needs. Skip speaks a lot about how he envisions his death, which can be uncomfortable for people who are not steeped in hospice,” explained Karen. “It’s been helpful for

Skip Marshall enjoys his birthday celebration with his Care Dimensions hospice team (l to r) Social Worker Karen Rookwood, Nurse Eileen Marino, Clinical Manager Elaine Lendall and Nurse Mary Tilly.



Watch Skip's story
[CareDimensions.org/YouTube](https://www.caredimensions.org/YouTube)

them to see and hear the conversations the Care Dimensions team has with him. Over time, the group home staff has gotten more comfortable and it’s made it OK for them to talk about it.”

Skip has fully embraced hospice care and is open to all that Care Dimensions can offer. In addition to this clinical team of two nurses, chaplain, social worker and hospice aide, he also enjoys music therapy, pet therapy, massage, and visits from his trained volunteer.

“Skip really opens up through his music therapy visits with Lisa Kynvi,” explained Karen. “Skip picks songs that are meaningful to him – his favorite is Galveston by Glen Campbell – and they talk about what the song means, and share stories and memories. Skip loves to talk about his dream of going to Nashville because he’s

such a country music fan. He probably knows he will never go there, but through the music and talking about it, he can dive deep into his dream.”

“Skip has wonderful support from his sister, who adores him and is a fierce advocate for him, but she can’t be here with him all the time. I hope it’s a real comfort to her to know that he has the support of his hospice team and the staff at the group home,” explained Karen.

As Skip enjoyed his birthday cake and being the center of attention, Karen concluded, “We really wanted to do something special for Skip’s birthday. We wanted to help him focus on his life and being alive, and appreciate that every day is still very valuable and he’s wonderful.”

Program Honored for Innovation

Care Dimensions’ hospice program for adults with intellectual and developmental disabilities was honored in 2018 with a national award from Boston University’s Institute for Health System Innovation & Policy for its “demonstrated success in implementing an innovative, compassionate and sustainable serious illness management care program for an underserved population.”

2018 Year in Review

Care Dimensions Hospice House Opens

On April 11, 2018, we admitted the first patient to our new 18-bed Care Dimensions Hospice House in Lincoln, on the Waltham line. During the first year we cared for 460 patients and their families from 95 communities at the new house.

Patient Experience Week & Patient and Family Advisory Council

In celebration of Patient Experience Week, staff delivered flowers to our patients and we launched the Patient and Family Advisory Council (PFAC). The PFAC is comprised of family, community members and staff who work on projects to enhance the patient and family care experience.

40th Anniversary

In June, we celebrated the 40th anniversary of our founding as Hospice of the North Shore, the second hospice to incorporate in Massachusetts.

Camp Stepping Stones

On a summer Saturday in July, we welcomed 69 campers, 48 adults, and 74 volunteers to Camp Stepping Stones, the annual one-day experience for children and families who have lost someone close to them.

Dr. Frank Ostaseski

In November, Care Dimensions hosted Dr. Frank Ostaseski, nationally renowned Buddhist teacher and a leader in the field of end-of-life care, who presented "What being with the dying can teach the living" to more than 250 healthcare professionals.

Staff Awards

Care Dimensions presented awards for outstanding service in 2018: Director of Compliance & Medical Records Janet MacKean and Chaplain Sharon Dunbar-Link received the Rick Vescovi Award; nurses Paula Marques and Thomas Quinlivan received the Kathleen Schroot Memorial Award; and hospice aides Mildred Tamba and Chantal Legerme received the Lane-Butler Gift of Compassion.

Tree of Lights

Our annual Tree of Lights ceremonies in Danvers, Gloucester, Swampscott and Weston helped families cope with loss at the holidays while supporting our mission.



Community Benefits Report 2018



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 & Palliative Care Federation of Massachusetts
- Massachusetts Coalition for Serious Illness
- National Partnership for Hospice Innovation
- Boston Area Chapter of Hospice and Palliative Nurses Association's Executive Board
- Massachusetts Department of Public Health's MOLST Refresh Team
- Palliative Care Research Cooperative Group
- 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
- Massachusetts/Rhode Island 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
- International Association of Fundraising Professionals
- Human Resources State Council of New Hampshire
- Greater Merrimack Valley Human Resources Association
- Senior Resource Council of Greater Boston
- Danvers Council on Aging
- North Shore Ostomy Support Group
- Massachusetts Hospice VA Program
- Memberships in Rotary, Kiwanis, and Chambers of Commerce

As part of Care Dimensions' 40th anniversary celebration, 15 employees were granted four hours of paid time to volunteer at community organizations within the 95 communities we serve to show our support and dedication to our community. Organizations included Elder Services of Merrimack Valley, the Grace Center, Habitat for Humanity, American Red Cross, and Sweet Paws Rescue. Additionally, staff coordinated and participated in several collection drives for food, clothing, and toys for organizations in our communities.

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.

Total community benefit
\$46,947

Total community benefit
\$1,103,300

2,958
Palliative care visits
provided by our team.

Total community benefit
\$445,000



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 \$383,000 in financial assistance to eligible patients.

In addition, Care Dimensions offers a Family Fund that provided \$62,000 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 also provides some special social enrichment opportunities, such as art supplies and tickets to sporting and entertainment events.

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 healthcare professionals. In addition to in-person education, Care Dimensions produces a monthly cable television show, *Timing is Everything*, to educate the community about issues surrounding 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, and is contributing to innovative research studies conducted by the University of Utah, the University of Massachusetts and New York University.

In 2018, Care Dimensions trained and supervised the following:

- 16 physician fellows and residents
- 2 pharmacy fellows
- 3 nurse practitioner fellows
- 35 nursing students
- 5 music therapy interns
- 5 social work interns
- 1 bereavement intern
- 1 child life intern

Total community benefit
\$693,530

525
Educational programs
provided to healthcare
professionals and community
members, reaching more than
7,069
participants in eastern
Massachusetts.

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!

While hospice organizations are required by Medicare to fulfill a requirement of 5% of volunteer hours per year, we far surpass that requirement at 9.88%.

- 144 new volunteers were trained in 2018
- 3,456 hours of volunteer training provided
- 539 volunteers provided 45,187 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, teen and families. Our annual Camp Stepping Stones, a one-day summer camp, provided 69 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 11 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
\$755,700

7,298
individuals were
served by our grief
support professionals.



Total community benefit
\$1,408,477

Total community benefit
\$48,000

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.



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
\$605,000

8,165
complementary
therapy visits received
by Care Dimensions
patients and families
in 2018.

**In 2018, Care Dimensions had a total
community benefit of
\$5,105,954**



A Lasting Gift to Honor a Lifetime of Service to Others

“Sometimes you don’t know how important something is until you need it.” That’s the way Brad Meyer of Lincoln has come to think of hospice services. In 2013, Brad’s wife, Melissa, was diagnosed with an aggressive leukemia that was no longer responding to treatment. Exhausted from repeated hospital stays and treatments, Melissa longed for the peace and familiarity of home. Brad was able to honor her wishes and bring her home with the assistance of Care Dimensions.

“From the beginning, Melissa’s hospice care was everything it could have been,” recalls Brad. “The staff quickly became familiar with her needs, and their competent and compassionate care was a welcome relief for my wife and for me.”

Throughout her life, Melissa had a passion for self-improvement and for helping others. A graduate of Bennington College, she was a serious student of ballet, eventually serving on the board of the American Ballet Theatre in New York. She served as Chairman of the Board for both the Family Services of Greater Boston and the deCordova Sculpture Park and Museum in Lincoln, each for more than 10 years.

In honor of her passion for charitable work and to ensure hospice services are available to all who need them, Brad made a decision to support Care Dimensions’ mission and the building of the Care Dimensions Hospice House, with a donation in Melissa’s name. “Once you’ve experienced hospice care you will understand how important it is to have access to these services.” said Brad.

While Melissa died before the completion of the new inpatient hospice house, Brad knows what an important resource it is and will continue to be for residents in the MetroWest and Greater Boston communities. He recalls the day he heard that the new house had opened for its first patient saying, “I’ve never been both so happy and so sad.”

Several months after the new house opened, Brad received a phone call from an acquaintance. His friend’s loved one had spent her last days in the room with Melissa’s plaque near the door. “He wanted to let me know how much he appreciated seeing the plaque, and to share his condolences,” said Brad. “Melissa would be pleased to know that when their time comes, countless individuals and families will benefit from the services that Care Dimensions provides.”



Brad Meyer stands in front of the room donated in memory of his wife Melissa.

Make a Permanent Tribute

There are a number of ways you can honor a loved one while contributing to the care and programs at Care Dimensions. You can make a memorial gift of any level at any time. Or, if you are looking for a more permanent tribute, there are a number of naming opportunities available at the Care Dimensions Hospice House or the Kaplan Family Hospice House, including:

- Dedicate a brick in the Garden of Remembrance (minimum gift level is \$2,500). Tribute bricks inscribed with a loved one’s name line the walkways of the Garden of Remembrance at both hospice houses. With their beautiful landscaping, the gardens add a lovely dimension to the peaceful surroundings at both of our hospice houses.
- Make an inscription on the Donor Wall.
- Name a room or location at one of our hospice houses.

For more information about tribute gifts and other opportunities, please contact Philanthropy@CareDimensions.org or call 978-223-9787.

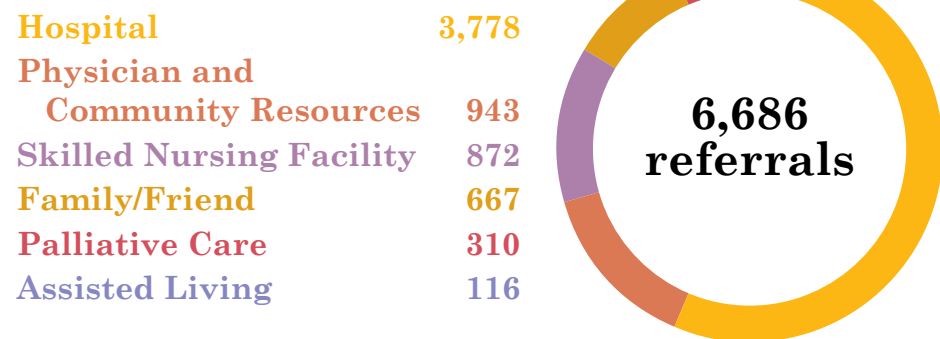
Serving More People in Their Time of Need

2018 Financials

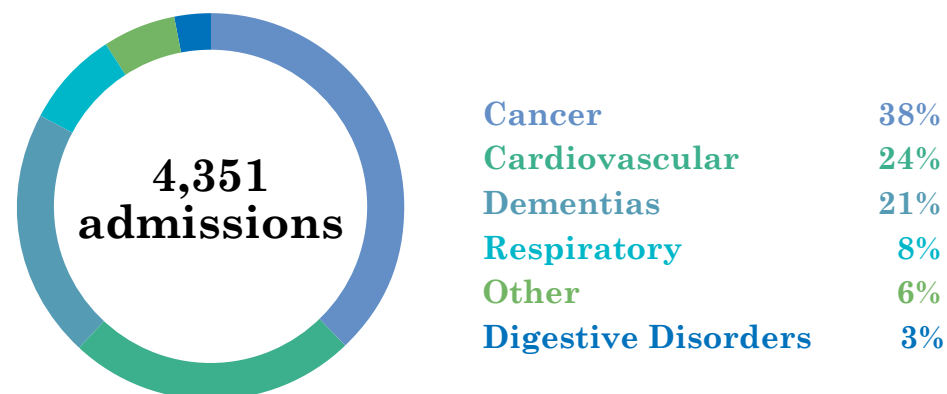
A Year of Service 2018

Hospice Patients Served	5,120
Palliative Care Visits	2,958
Average Days on Service	65
Average Daily Census	836
Kaplan Family Hospice House	
Patients Served	1,120
Days of Care	6,629
Care Dimensions Hospice House	
<i>(opened 4/11/18)</i>	
Patients Served	345
Days of Care	2,572
Social Worker Visits	18,870
Chaplain Visits	9,950
Total Nurse Visits	97,601
RN Visits	66,759
LPN Visits	7,865
Admissions	6,576
Night/Weekend	16,401
Physician/Nurse Practitioner	
Visits	8,245
Hospice Aide Visits	113,755
Complementary Therapies	
Visits	8,165
<i>(music, pet, massage, Reiki)</i>	
Employees	612
Volunteers	539
Volunteer Hours	45,187
Grief Support Services	
People Served	7,298
Educational Programs	
Community Programs	127
Community Attendees	1,729
Professional Programs	398
Professional Attendees	5,340

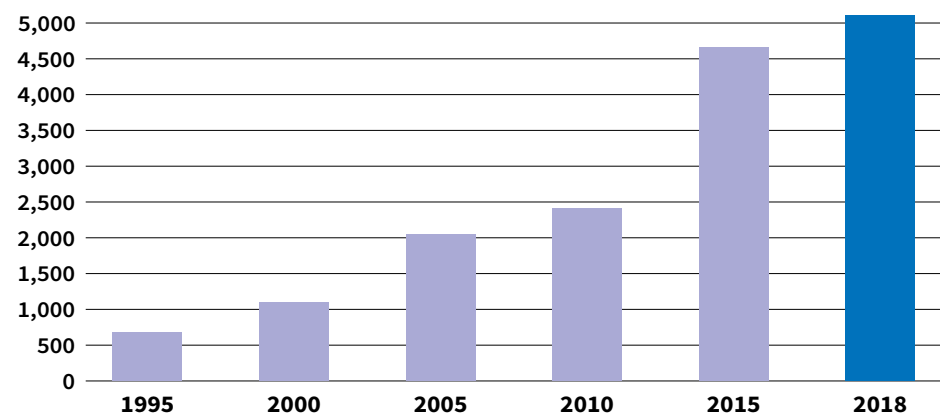
Hospice Admissions by Referral Source



Top Five Diagnoses (Patients by Diagnosis)



Total Hospice Patients Served



Each day, we carry out our mission by serving patients in 95 cities and towns throughout Eastern Massachusetts. This care is provided every day, regardless of patients' ability to pay.

Most of our revenue is provided by Medicare, Medicaid, and insurance providers. However, these do not always cover the full cost of caring for our patients. And, they cannot be relied upon to help to support our community programs, complementary therapies, innovative programs, or comprehensive grief support services.

Some of the programs made possible through philanthropic support include:

Assisting Patients and Families – providing financial assistance for uncompensated hospice care, as well as grants from the Family Fund for emergency needs, such as food, clothing, and utilities.

Palliative Care – providing an extra layer of support to patients with serious illness.

Bereavement programs – available to anyone in the community, regardless of whether or not a loved one was in our care.

Complementary therapies – such as music and creative arts, massage, compassionate touch, Reiki, and pet therapy.

Education – for our staff, volunteers, healthcare professionals, and the community.

Specialized programs – tailored to care for veterans, and those living with advanced cardiac and respiratory diseases or dementia.

Through their contributions, donors to Care Dimensions make these and other programs possible. Thank you for joining us and giving us the means to fulfill our mission.

Balance Sheet

ASSETS

Cash and Cash Equivalents	\$5,924,309
Accounts Receivable, net	\$8,252,087
Other Current Assets	\$2,167,400
Total Current Assets	\$16,343,796
Investments	\$27,994,662
Property and Equipment, net	\$30,994,701
Other Assets	\$ 575,989
Total Long-term Assets	\$59,565,352
Total Assets	\$75,909,148

LIABILITIES AND NET ASSETS

Accounts Payable & Accrued Expenses	\$3,526,758
Accrued Payroll and Related Expenses	\$5,390,324
Other Current Liabilities	\$2,316,650
Total Current Liabilities	\$11,233,732
Long-term Debt & Other Liabilities	\$16,902,698
Unrestricted Net Assets	\$46,184,347
Restricted Net Assets	\$ 1,588,371
Total Net Assets	\$47,772,718
Total Liabilities and Net Assets	\$75,909,148

Statement of Operations

Operating Revenue	\$71,689,726
Operating Expenses	\$71,706,633
Loss from Operations	\$ (16,907)
Investment Loss	\$ (731,345)
Fundraising Revenue	\$ 2,094,457
Fundraising Expense	\$(1,125,401)
Fundraising Income	\$ 969,056
Change In Unrestricted Net Assets	\$ 220,804



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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| Margaret McKenney | |
| Frank P. Medeiros, Jr. | * Deceased |



The David Sherman Legacy Society gathered for its 2018 annual luncheon.

To discuss your estate plans or join the David Sherman Legacy Society, please contact our Philanthropy Department at Philanthropy@CareDimensions.org or call 978-223-9787.

Leave a Legacy

A planned gift can help you make a more substantial gift, as well as address your financial needs, while ensuring the work of Care Dimensions will continue for generations to come. A planned gift provides flexible options for you to honor your loved one now with a transformational gift through your estate.

Commitments may be made in a variety of ways including designating a fixed dollar amount or percentage of your estate, property or stock, or making Care Dimensions a beneficiary of your life insurance or retirement accounts.

There are many ways to show your support and appreciation for Care Dimensions, while honoring a loved one and accommodating your own personal, financial, estate planning, and philanthropic goals.

2018 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 2018, 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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Representing Care Dimensions at the Best Places to Work in Healthcare Awards Dinner: Kristine DiFiore, VP of human resources and chief HR officer; Karen Curtin, talent acquisition manager; Patricia Ramsden, director of admissions; and Pat Ahern, president and CEO.

Modern Healthcare
BEST PLACES TO WORK™
2018

Care Dimensions was selected by *Modern Healthcare* magazine as one of the 2018 Best Places to Work in Healthcare based on an employee survey. “We are committed to creating a work environment that supports our mission and honors our organization’s values of compassion, excellence, collaboration, integrity, responsiveness and innovation,” said Care Dimensions President and CEO Patricia Ahern. “I’m so proud to work with our employees who exemplify and live our mission and values every day.”



75 Sylvan Street, Suite B-102
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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 95 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 or call 978-223-9787.

Walk for Hospice

Thanks to the generosity of our walk teams, donors and sponsors our 31st Annual Walk for Hospice raised \$193,000. Thousands of walkers came with their family members, friends, classmates and colleagues to remember loved ones and support Care Dimensions' mission.

Join us on September 29, 2019. Register online at [CareDimensions.org/Walk](https://www.CareDimensions.org/Walk).

