



Patients live in **95** communities
and **4** counties
in Eastern Massachusetts



- **Specialized care** programs: Dementia, Cardiac and Lung Diseases, Pediatrics, Developmentally disabled adults
- **Outreach** and training to meet the unique needs of: Veterans and the LGBTQ community
- **Open access** where patients can continue some palliative treatments while on hospice
- **Community Palliative Care** – 2958 MD/NP visits to more than 1400 patients in 2018; launching expanded service with three levels of care and adding RN and SW support
- Harvard Medical School **fellowship program** teaching affiliate
- **Research** with University of Utah, University of Massachusetts and New York University
- Hospice Nurse Residency Program
- BCBS Advanced Illness Support Program pilot
- Innovations directed at reducing hospital admissions/readmissions:
 - 24/7 nursing triage and visits (16,401 E/N/W visits)
 - 11 MDs on staff and available 24/7
 - Pharmacist on staff
 - SmartCare – rapid response paramedics to avoid night/weekend ER visits
 - Patient Ping – notifications when patients go to ER or hospital
 - Telehealth – monitoring for cardiac & respiratory patients to catch symptom issues
 - Inpatient hospice houses for symptom management
- Our comprehensive **Complementary Therapies** program provided more than **8,100** visits with therapies including music, pet, massage, compassionate touch, and Reiki.
- Grief Support Services for **7,300** adults and children, including family grief camp.

Hospice	836 Average Daily Census	5,120 Patients Served	4,351 Admissions
	64.9 Average Length of Stay (days)	14 Median Length of Stay (days)	39% Length of Stay > 180 Days
			6,686 Referrals

2 Inpatient Hospice Houses with 38 total beds



30% of IPU admissions for symptom management are treated and return home, avoiding re-hospitalizations.

\$5.1 mil community benefit	\$2.09 mil philanthropy dollars raised
612 employees	\$445,000 charity care and financial assistance provided
9.88% of hours offset by our 539 volunteers	Care Dimensions Learning Institute provides comprehensive educational programs for professional staff, family and community 525 programs 7,069 participants

Caring for patients and families for over 40 years.

