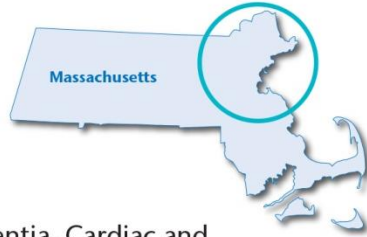


Patients live in **90** communities
and **4** counties
in Eastern Massachusetts



- 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
- We offer open access where patients can continue some palliative treatments while on hospice
- Our comprehensive Complementary Therapies Program provided more than **6,900** visits with therapies including music, art, pet, massage, compassionate touch, and Reiki.
- Grief Support Services provided to more than **6,700** adults and children at our free-standing Bertolon Center for Grief & Healing in Danvers, our office in Waltham and in community locations in our service area.
- Active in research and launching innovative programs
 - University of Utah partner for nursing and caregiver communications research
 - Massachusetts Health Policy Commission grant to embed Palliative Care+ in PCP practices to improve patient quality of life, and reduce unwanted emergency department utilization and hospitalizations.
 - Hospice Nurse Residency Program

*Compassionate expertise
for advanced illness*

| | | | | |
|--|---|--|--------------------------------|--|
| 791 Average Daily Census | 4,893 Patients Served | 4,118 Admissions | 6,473 Referrals | 64% of Referrals Admitted |
| 65.5 Average Length of Stay (days) | 15 Median Length of Stay (days) | 11% Length of Stay >180 Days | 2.9% Live Discharges | 1,992 Palliative Care Visits Provided by MDs and NPs |

2 Inpatient Hospice Houses with 38 total beds



Kaplan Family Hospice House was the first licensed inpatient hospice house when it opened in 2005.



Care Dimensions Hospice House opened in April 2018.

| | |
|--|--|
| 551 employees | \$1.14 mil philanthropy dollars raised |
| 459 volunteers | \$353,000 charity care provided |
| 9.61% of hours offset by our volunteers | 460 education programs presented to professionals and community reaching 6,700 individuals |

