Greetings, everyone,

In 2013, Hospice of Southern Maine provided clinically excellent, compassionate care to over 1400 patients and their families. Our doctors, nurses, hospice aides, chaplains, social workers and volunteers drove over 470,000 miles last year, providing care and comfort to 85% of our patients in their homes in Cumberland and York counties. The Gosnell Memorial Hospice House served over 200 patients who required more support to keep them comfortable. Our volunteers served over 7000 hours at the sides of our patients and their families.

As part of our deep and abiding belief that hospice care MUST be a choice that is available to everyone, regardless of their ability to pay, we admit all patients without regard to their financial wherewithal. In keeping with our philosophy that grief counseling involves more than a newsletter, we offered free support groups and one-on-one counseling to everyone in our community who lost a loved one, regardless of whether or not their person died in our care – or for that matter, even if their “loved one” was four-legged or finned.

Our vision to change the way that we, as a society, engage with the dialogue around end of life issues gained some game-changing ground. Uniquely, we work in partnership with the University of New England College of Medicine to offer their 1st and 2nd year students a week-long rotation through the Gosnell Memorial Hospice House and now with Maine Medical Center to host the Palliative Care Fellowship program – because if we don’t participate in educating the next generation of physicians about the hospice difference, we will perpetuate the barriers that stand in the way of good end of life care in the future. We received a $1 million bequest from the Rev. Anne L. Hunter, MD, to transform the Thresholds Conference and convene an ever-increasing number of people for this exploration of the melding of spiritual and clinical practices around end-of-life.

This July 1st, we are pleased to have launched a new collaborative model for the delivery of contract physician services in partnership with Maine Medical Center and New England Cancer Specialists (formerly known as Maine Center for Cancer Medicine). Dr. Tom Keating now directs medical services at HSM in cooperation with some of the finest hospice and palliative care physicians in southern Maine.

We believe passionately in what we do. Hospice is not about giving up, it’s about taking charge. Our aim is and will remain to support our patients and their families in making the most of the moments that count – now and as we prepare to step into our second decade. We hope you will join us in October as we celebrate the first “decade of caring for our community!”

Elaine Brady, RN, MHSA Miriam Leonard, FACHE Interim Chief Executive Officer Chairman of the Board of Directors

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At Hospice of Southern Maine, our mission is to provide compassion, care and comfort through end of life. We seek to neither prolong life nor hasten death, but to provide excellent care for patients with a life-limiting illness and support for their families and caregivers.

We serve residents of York and Cumberland counties, providing in-home care in personal residences and in assisted living and hospital settings. We also offer care through the Gosnell Memorial Hospice House, Maine’s premiere facility offering professional nursing and medical care for terminally ill patients whose pain and symptoms can no longer be managed at home. Our highly trained team provides all the quality, compassionate care you’d expect from Hospice of Southern Maine. In all of our programs and settings, we strive to provide care emphasizing a respect for individuals’ wishes and the maintenance of dignity by helping to control pain, manage symptoms and provide emotional and spiritual support.

From the Families of our Patients

“Everyone and Everything about the care my father received from hospice was superlative. He never spent one night in a hospital. He was comfortable and died with dignity.”
- Charles F Marston, Jr.

“The staff is exceptional. We as a family felt loved and cared for. The Gosnell House is a very special place.”
- Nancy Trewella

“I thought my husband would want to be cared for at home. I was surprised he jumped at the chance of going to the Gosnell House. He said to me he was trying to avoid ‘an accident waiting to happen.’ He was right. I was exhausted and he received much more capable care from your trained staff. Thank you, thank you, from both of us. We were much more comfortable and well rested in your care.”
- Sally Nelson

“There are not enough superlatives to describe the people, the facility, and the care at Gosnell House.”
- Grace Drummond

“It was by far the best care that I could imagine. The professionalism and dedication by nurses, staff and doctor were exemplary.”
- Robert Hercia

“The support they offered was more than I could expect. The staff were all very special people with a unique talent to care for both the patient and their loved one as such a difficult time.”
- Christine Bajorski

“It was a grace to arrive at Gosnell and feel held. The care for my mother was impeccable and a bit beyond my wildest dreams.”
- Joanne Arnold

“The sense of calm and peace really helped us to deal with a very bad situation.”
- Kate Moon
2013 Financial Report

Revenue and Support
Medicare and Insurance, net $9,496,890 (91.3%)
Net Assets Released from Restriction $260,930 (2.5%)
Unrestricted Contributions $522,970 (5.0%)
Investment Income $77,659 (0.7%)
Other Income $39,491 (0.4%)

Total Revenue and Support: $10,397,940

Operating Expenses
Program Services $7,788,444 (75.9%)
Administration, General and Fundraising $2,469,309 (24.1%)
Excess of Revenue Over Expense: $140,187

Total Expense: $10,257,753 (100.0%)

General Stats 2013
Patient Days 48,943
Home nursing visits 10,950
Home social work visits 2,827
Home chaplain visits 1,212
Hospice aide visits 11,012
Total patient days 48,943
Average daily census 134
Growth in days of care over prior year -3%

Staff 2013
Number of employees 139

Volunteers
Number of volunteers 130
Volunteer hours 8,327

Did you know 426,991 miles were driven by staff members and 43,327 by volunteers last year?
One Family’s Journey with Hospice of Southern Maine

By Pete Bickmore and Susan Downey, children of Hattie and siblings of Ellen

Our experience with Hospice of Southern Maine started with our sister, Ellen, who had been sick for over 25 years with what started as kidney disease and ended up being some of everything. She was at deaths’ door hundreds of times. She always won the fight whether it was the kidney, the heart, the brain; whatever. She won so many times that we started to accept her heroic recoveries as normal. In time, as strong as Ellen’s will to live was, her body was unable to stay in the fight. When the end was imminent, she did the research and chose Gosnell Memorial Hospice House to spend her final days.

We moved Ellen into the Gosnell House on February 15, 2011, after she spent one last Valentine’s Day with her husband. I remember Ellen telling a nurse that she was going to need an extra closet for her clothes, since she planned on staying for a long while. And she did. Ellen was at the House for two months. During that time, the nurses, doctors, staff, cooks, and social workers became our family. Yes, absolutely, it was a painful, sad time. But we also had a lot of fun laughing, playing pranks, and sharing stories. It was nice to know that we were on a journey with our sister. We had Hospice of Southern Maine in our wagon on that journey.

Being at Gosnell allowed our family to not be the caregivers for once, and to enjoy every last minute with Ellen. Ellen died with dignity and grace on her own time on April 11, 2011.

But our journey wasn’t over.

Ten months later, our mom, Hattie, was diagnosed with cancer. Our mother had a larger than life personality and we couldn’t imagine anything that could take her down. Her diagnosis threw us all under the bus. On the saddest day ever, we brought Mom to the Gosnell House. The staff remembered her, and us, from Ellen’s time there. We knew they all shared our heartache, but their quiet professionalism let us move forward. Our mom died with the same dignity and grace that Ellen had less than a year earlier.

Our Hospice of Southern Maine family has continued to support us to this day, offering ways to remember, honor and celebrate Mom and Ellen. Each day, the hurt recedes a little bit and is replaced with the joy of having had them while we did. We are forever grateful.
Hospice of Southern Maine 2013 Annual Meeting

The 2013 Meeting of the Members of the Corporation saw the addition of newly elected board members Donna DeBlois of Home Health Visiting Nurses and Melanie Feinberg, representing the Maine Medical Center. Retiring members Ann Stockbridge, Larry Gross, and Lucy Perkins were recognized for their dedicated years of service. The Katherine L. Pope Leadership Award was presented by Dr. Pope to the Alzheimer’s Association, Maine Chapter in recognition of their leadership and commitment to quality hospice care. Carole Steingart, whose husband Neal died in our care, offered thanks and praise for the excellent and compassionate care he received, “For Neal, this was truly about taking charge of the time he had left. I am forever grateful.”

4th Annual Thresholds Conference

Dr. Ira Byock was the keynote speaker at the 4th Annual Thresholds Conference in Portland, attended by more than 250 guests. Dr. Byock, noted hospice advocate and physician, offered his insight into holistic end-of-life care. Priscilla Dreyman, of Spiral Arts, an integrative creative program, lead the group in an engaging experiential learning arts piece. A stage performance of B.O.A.T.I.N.G.® (Before Offering Another Treatment Identify New Goals), gave insight into the choices we’re faced with between palliative care and aggressive curative treatment. Local musicians Jennifer Comeau, Harvey Reid, Michelle Currie and the group, and Different Drummers, provided musical interludes.

www.hospiceofsouthernmaine.org/thresholds
Trail of Memories

A crowd of 200 joined at the Gosnell Memorial Hospice House in June for the annual Trail of Memories Dedication. Each year, families and friends choose to honor, remember and celebrate the lives of loved ones by extending the Trail of Memories with their brick tributes. Guests mingled, searched for their bricks and shared stories under the warm June sun. Officiating was HSM Chaplain, Ruby Parker. Also speaking was author Marsie Silvestro, who read two poems from her book *Grief Walks through Me like a Rake.*

www.hospiceofsouthernmaine.org/trailofmemories

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Twilight in the Park

In September, Hospice of Southern Maine hosted over 500 guests at Twilight in the Park, where 1200 luminaria created a gentle glow in Portland’s Deering Oaks Park. Each individual luminaria was dedicated in honor or in memory of someone who brought love and light into our lives. As a symbol of our own transience, a paper lantern inscribed with the names of all of those who died in our care in the past year was lit and released, pictured below.

www.hospiceofsouthernmaine.org/twilight
Noteworthy

Bereavement Support

“Nine grieving strangers met for the first time in mid-February on a Monday afternoon. Carol [Schoneberg-Robinson] was our gentle guide during our weekly sessions. After 8 weeks of talk, tears, silence and laughter, we became trusted friends with indescribable bonds. While my journey [with grief] is not over, I know that I can move forward. I could not – would not - have taken this first step alone.” – Peggy Wescott

Thornton Academy Fundraiser

HSM Development Coordinator, Susan Hubbard, receives the proceeds of the Thornton Academy Field Hockey team fundraiser in memory of Heather Edborg and Patty Bourget, two former educators and coaches.
Members of Hospice of Southern Maine’s Circle of Caring gathered in May to celebrate the impact of their philanthropy. Each of the members of the Circle gave $1,000 or more to HSM, all of which supports a robust volunteer program, a multifaceted bereavement program, and HSM’s commitment to quality care regardless of the patient’s ability to pay. The luncheon was an engaging afternoon of celebrating HSM’s mission, “Compassion, care and comfort through end of life”, as well as appreciation for the community investments that make it both possible and sustainable.

Meet Philip and Priscilla, HSM Volunteers

“While I was recovering from surgery, radiation, chemo and everything that accompanies that, I met Philip. When I got well, we both were thinking about how we could give back. Philip is just naturally nurturing, so I mentioned to him that I thought he would like hospice work. That’s when we took the training here at HSM together and both started working at the Gosnell House.”
Why We Do
What We Do