

A painting of a winding river through a green landscape at sunset. The river flows from the foreground towards the horizon, reflecting the warm colors of the sky. The landscape is lush and green, with a line of trees in the distance. The sky is a mix of blue, orange, and yellow, suggesting a sunset or sunrise. The overall mood is peaceful and serene.

# Hospice

of Southern Maine

2016 ANNUAL REPORT  
*Caring for our Community*

TRICIA

## MESSAGE FROM OUR CHIEF EXECUTIVE OFFICER AND BOARD CHAIR

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### Greetings Everyone:

Hospice of Southern Maine is a place where people from our community find peace and comfort at end of life, and families find the strength to move forward and work through their grief. The comfort of hospice means more than medical care. It means giving compassionately, listening and supporting patients and their families so they may have more precious time together.

In this 2016 Annual Report, Gene Auprey, our first poet laureate, shares his own personal journey. Gene edited his final work just days before the end of his life; his goal was to share his experience through words so others would find comfort and grace in completing their own circle of life. We thank Gene for “allowing us a window into the struggles and joys of life.”

The accomplishments throughout this report rest on the shoulders of many. Our donors, many of whom have experienced the loss of a loved one themselves, demonstrate their kindness and generosity by providing gifts that help others in so many ways.

Our employees and volunteers deliver excellent hospice care that can only be achieved by their dedication. Our staff takes tremendous pride in helping patients through life’s toughest challenges by providing incredible care and compassion.

Widely regarded as a “community treasure,” Hospice of Southern Maine has earned an excellent reputation for quality end-of-life care. In a recent survey, 97% of families said their loved ones “were always treated with dignity and respect.” Compassion, Care, and Comfort through End of Life remains at the forefront of all we do. Our patient- and family-centered care helps patients achieve their personal goals in a way that is meaningful to their lives and those who surround them.

At Hospice of Southern Maine, we are committed to our mission and vision by ensuring that all patients and families have the opportunity to receive the end-of-life care they need at the right time, the right place, and in the right way. Thank you so very much for your continued support of Hospice of Southern Maine!



Edward J. McGeachey



Daryl J. Cady



Edward J. McGeachey,  
2016 Chair of the Board of Directors



Daryl J. Cady,  
Chief Executive Officer

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Hospice of Southern Maine honored Dr. Daniel Hayes with the Katherine S. Pope Leadership Award in December. Dr. Hayes was instrumental in the formation of the organization.

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Gene and his family

IN 2006, GENE AUPREY was diagnosed with one year left to live. Despite the persistent effects of his illness, he lived another ten years, using the time to rediscover his love of writing poetry. In 2016 he became Hospice of Southern Maine's (HSM) first-ever poet laureate, a feat he never imagined he'd accomplish.

Gene discovered his love of language at an early age, but even as a young man he didn't have the time to

prioritize writing. He failed high school English, despite receiving an A on his final exam, because of missed homework, and as a result he did not graduate.

After school, Gene joined the work force. Early jobs included work at a hospital and then an animal rescue organization before he finally became a builder. To support his eight children, Gene commuted between Maine and Massachusetts for decades as a project manager for a plaster and

drywall company. There was little time to put his thoughts down on paper.

It wasn't until he was diagnosed with a chronic disease in 2002 that he was forced to stop working. With time on his hands, Gene began looking into online poetry workshops and started to write. His love for writing flourished into complex poems and essays on the topic he knew best, dying. In 2010, the Buxton resident published a book of poetry, "Dead

Reckoning,” a collection of his previous work, to critical acclaim.

In 2016, Gene was admitted to HSM. Over the course of the year and three months he was in hospice, he wrote with renewed purpose, driven by the peace he had found in his journey and the desire to share that peace with other hospice patients. He penned more than 380 poems while in HSM’s care, many about “the gifts of dying,” as he called them, with the intention of collecting his work into one final volume.

His son Ira commented about his dad, “I think he couldn’t believe how much he was enjoying the process of dying, all the memories that came back to him, all the people he hadn’t seen in a while who stopped in to say hello. He wrote because he wanted people to know death didn’t have to be just about sad things.” This is evident in an excerpt from “Parting Presents:”

*A gift of sorts,  
as one can view the past unhampered  
by the turmoil of the present.  
Moments thought lost forever  
are again as clear when they  
happened. Faces, feelings emerge  
from decades past, some to delight,  
some to regret, but all real once  
more.*

During Gene’s care, he mentioned that he’d wanted to meet Portland Press Herald columnist Bill Nemitz, a recognized journalist and personal hero of Gene’s. He wanted to talk with a fellow writer whom he admired to discuss his personal work.

Gene’s hospice team reached out and connected with Nemitz, who gladly agreed to meet a fellow Buxton-ite. A fond friendship formed. Bill met with Gene several times to learn about his life, his words, and the gifts of dying. He said, “Gene and I formed a dear friendship in a short period of time. I was amazed at the complexity of his poetry.” The experience inspired Bill to write.

Bill’s column about Gene ran on Christmas Day. Many readers wrote in to thank the columnist for his thoughtful portrait of an artist and for sharing a new perspective on death and dying.

Bill continued to visit Gene in the final months of his life, forging a deeper appreciation despite the little time they shared. Sensing time was drawing near, Gene set about collecting his work with the help of Larry Greer, chaplain at Hospice of Southern Maine. They selected a small set of poems to publish in an illustrated anthology entitled, “The Gifts of Dying.” The poems are imbued with the perspective and wisdom he gained on his end of life journey. In “Of Vessels and Contents” he writes:

*Possibly the fact that my life’s cup  
has diminished in size, to where  
it holds very little, provides the illusion  
that with what’s inside, I’m living most  
abundantly... I’m enthralled  
by the simplest of events: a visit from a  
friend, an acorn left by a grandchild  
because I was sleeping when she came,  
a message from an offspring on FB, all  
add to my growing delight with life. At this  
this time I am not fighting death but rather  
I am embracing life to the very last breath.*

Through the generosity of a family foundation, his wish to publish the anthology was fulfilled and he oversaw the project up to its completion, writing the foreword days before he died.



Bill Nemitz with Gene

Gene Auprey understood the power of words. His poems are an entry into a world many of us fear, the world of the dying, but they do not elicit despair. They are filled with love, joy, and a newfound appreciation for life’s small gifts. In “The Gifts of Dying,” Gene shares a love for life that he could only find by facing death. His discovery, expressed in eleven poems, is his gift to us.

*Would I be remiss,  
as death draws near,  
not to record its nuance?  
The skill is mine  
to make it real  
for those of you awaiting.  
Maybe cull the reaper’s whisper  
for words you’d recognize,  
words that come in quiet times,  
like just before you dream.  
Do I owe it to the middle  
to chronicle the end?*

*Excerpt from “Things to Ponder”*

Gene Auprey died on March 18, 2017. He is survived by his children and grandchildren, friends, and loved ones. He was 66.

# 2016 FINANCIAL REPORT

## FISCAL YEAR 2016...

In 2016, it was our honor to serve 1,615 patients and families across our communities. This was about 10% more than in 2015. Our bereavement program touched the lives of 3,000 family members regardless of whether their loved ones died in our care. Our satisfaction surveys are often returned with the comment, “we wish we called you sooner.” Our outreach efforts are focused on community and provider education regarding access to hospice so we can connect with patients and families sooner and meet their special needs at end of life. This year, we saw a 3-day (8%) increase in our average length of stay, which is an important indicator that suggests we are meeting the need of reaching our patients earlier.



January 1, 2016 ushered in the first major change in the Medicare Hospice Benefit since it was enacted in the 1980's. The Medicare program provides the majority of the funding for HSM. This change in reimbursement recognized the greater intensity of care we provide when we admit patients and when they are close to end of life.

While continuing our focus on assuring high quality care for all we serve, we monitored our expenses to assure prudent use of resources. This is essential to allow us to remain financially strong and able to provide amply for all of our patients, no matter their ability to pay or the cost of their care. Our growth this year created a positive bottom line, which allows us to reinvest in the agency and the patients and families we serve. These financial results provide financial stability so HSM can weather changes that may affect our future ability to provide these important services to our community.

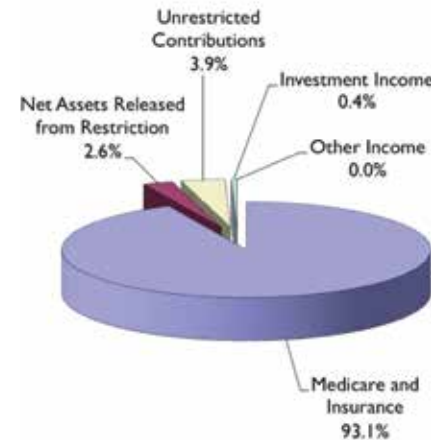
Our independent auditor provided an unmodified opinion in their report of the 2016 financial statements.

Respectfully submitted,

*Mary T. Pinto*

Mary T. Pinto  
Finance and Information Systems Director

Revenue and Support



Operating Expenses



### REVENUE AND SUPPORT

Medicare and Insurance, net	\$ 13,995,981	93.1%
Net Assets Released from Restriction	\$ 390,740	2.6%
Contributions, Bequests, and Grants	\$ 579,371	3.9%
Investment Income	\$ 66,668	0.4%
Other Income	\$ 793	0.0%
<b>Total Revenue and Support</b>	<b>\$ 15,033,553</b>	<b>100%</b>

### TOTAL EXPENSE

Program Services	\$ 10,258,201	78%
Administrative and General	\$ 2,656,018	20%
Fundraising	\$ 268,932	2%
<b>Total Operating Expense</b>	<b>\$ 13,183,151</b>	<b>100%</b>

Excess of Revenue Over Expense \$ 1,850,402



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*We could not carry out our profound mission without the strong support of our donors. Thank you.*

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“Words cannot express my gratitude for the love and care you gave my husband. . . I will never forget those final hours and know that you all showed him the way.” — *The family of Roger Hansen*

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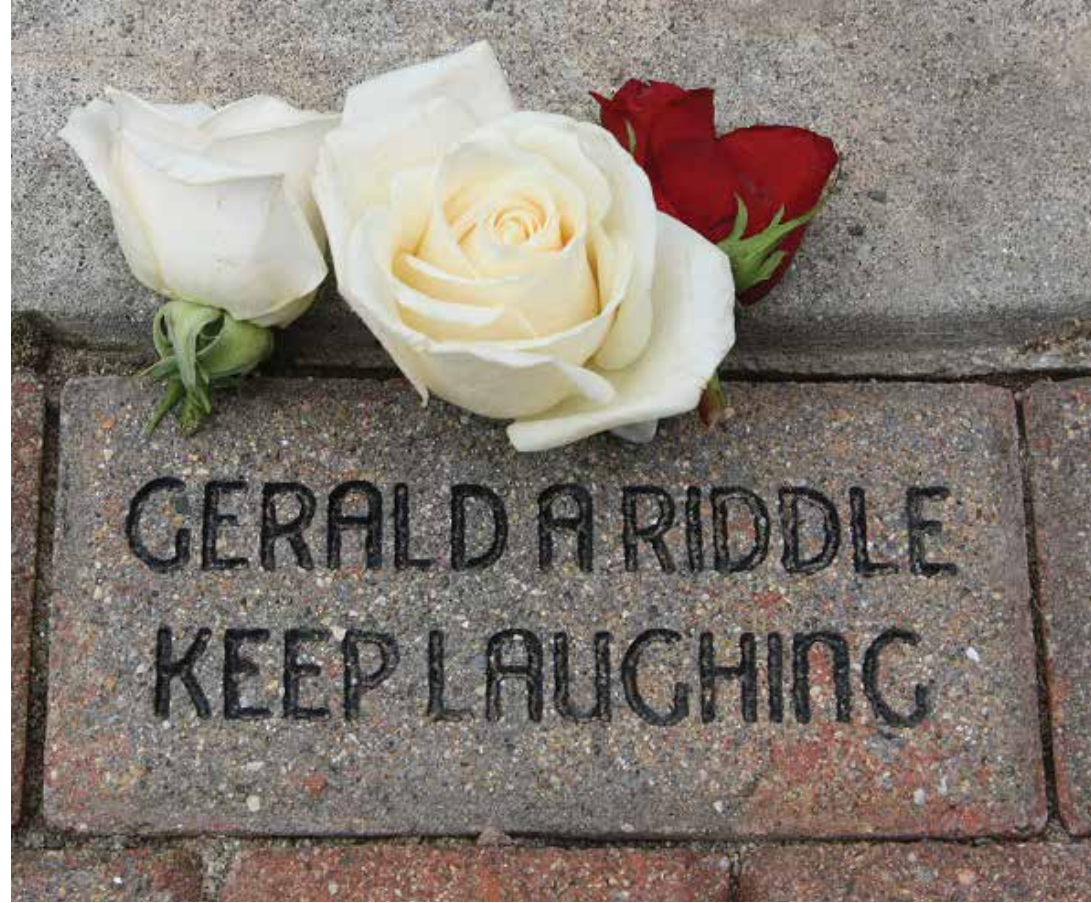


Foreground: Dr. Diane Meier of the Center to Advance Palliative Care, Keynote presenter of the 2016 Thresholds Conference at USM, Portland Campus. Background: Diane Atwood, conference facilitator.

- |   |  |
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“Gosnell will forever be in the memories of my family... it was simply a beautiful gift for which we will be eternally grateful.”  
 —The family of Robert “Bob” Clark



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