

2016–2017 *Annual Report*

LIFE



Talbot Hospice 

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## From the Board President



When we tell people that we're associated with Talbot Hospice, the first reaction is usually "that is such a worthy cause." Occasionally, people add "that must be so difficult." On the contrary, Hospice is about joy and relief. One patient finds joy in a ride in a red convertible. Another patient finds joy in an anniversary party with friends and family. There are so many wonderful recollections.

And, Hospice provides relief to both the patient and the family. For patients, it's often a relief from drugs that make every day miserable. It's a relief to be free from pain in a loving and dignified environment. It's relief for families

who are exhausted by trying to provide care around the clock. It's a relief to have volunteers aid as caregivers, grocery shoppers, or companions.

How often do we hear family and patients say "I wish I had done this sooner." We need to spread the message that the joy and relief of Hospice is available to everyone and it's free. Sooner is better. Each of us needs to spread this message to our friends, our doctors, and our colleagues.

Vivian's letter summarizes the wonderful progress we made this year in multiple areas. A milestone we especially celebrate was receiving almost \$900,000 in donations. Medicare pays for much of our patient medical services. However, contributions support the Eleanor A. Koons guest facility, our patient and family care, and our community outreach programs.

I want to thank everyone who made this possible.

Our staff worked exceptionally hard to move us forward while providing the highest quality medical care every day through the year.

Our volunteers continued and expanded their loving care for our patients. They make Hospice truly special.

Our donors stepped up to the plate and hit another home run. We are profoundly grateful for their continuing generosity.

Our Board members deserve special thanks. These leaders provide the direction and support to keep Talbot Hospice moving forward in our new, expanded mission. Talbot Hospice reflects their dedication and compassion.

As a closing note, it gave me great joy when I entered our guest house last week. One of our very feisty residents was bounding through the corridors giving her visitors a tour of our beautiful facility. I thought "we should hire her!" Here was someone who was living life to its fullest and enjoying every minute. It's deeply rewarding to see someone living our mission.

Diane Rohman  
President of the Board

### NONDISCRIMINATION POLICY

Talbot Hospice complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

# Talbot Hospice Receives *Hospice Honors Award*



Talbot Hospice has been named a recipient of HEALTHCAREfirst's fifth annual Hospice Honors. This prestigious annual review recognizes hospices providing the highest level of quality as measured from the caregiver's point of view.

Award criteria were based on Hospice CAHPS (Consumer Assessment of Healthcare Providers and Systems) survey results for the period of October 2015 through September 2016. Recipients must achieve a score that meets or exceeds the national average on 20 of the 24 quality indicator measures on the caregiver's satisfaction questionnaire.

"It is such an honor to receive this recognition," said Executive Director Vivian Dodge. "The award is based on feedback from our families and is a reflection of the compassionate care and services provided by Talbot Hospice staff and volunteers."

HEALTHCAREfirst is the provider of web-based home health and hospice software, billing and coding services, and advanced analytics.

*Our family cannot put into words the gratitude we have that our wife and mother was able to spend her last days at Hospice House. Every person that we came in contact with there was kind and caring toward our entire family. The caregivers were compassionate and gentle in the care they gave her which meant the world to us. Thank you all for allowing us to spend the last few days with her holding her hand instead of caregiving. This was a gift to our family and it brought peace and comfort to her.*—Note from a grateful family

## EASTON HIGH SCHOOL FFA CLEANS UP



In February members of Easton High School's FFA chapter helped clean up the grounds of Talbot Hospice. The club was celebrating National FFA Week, February 18-25, the theme of which was "Transform Purpose to Action." The crew gathered 32 bags of yard debris and 11 bundles of grasses which were taken to the dump and placed in the yard debris section where they will degrade naturally back into the earth. Talbot Hospice volunteer Cindy Lilley and EHS Agriculture Teacher and FFA advisor Ernie Burns supervised the students.



# Michael Tooke *Retires:*

## Mary Deshields Named Talbot Hospice Medical Director



Michael Tooke, MD, FACP, has retired as Medical Director after having served three years in a volunteer capacity. During that time he oversaw Talbot Hospice's transition to a general license Medicare certified hospice. Mary DeShields, MD assumed the position August 1. Robert Sanchez, MD and Michele Potter-

Williams, DNP will continue to serve as Associate Medical Directors.

"Dr. Tooke has guided the organization through its infancy as a Medicare certified hospice provider," said Executive Director Vivian Dodge. "His expertise has been invaluable, and we are grateful for the tremendous growth we have experienced under Dr. Tooke's leadership."

DeShields, who is Board Certified in Internal Medicine and Medical Oncology, served as Medical Director of Hospice



of the Delaware Valley, Kennett Square, PA prior to moving to Easton. In 1988 she founded Eastern Shore Oncology.

"We are indebted to Dr. DeShields for her willingness to shepherd Talbot Hospice over the next several years as we continue to expand our services and programs. We are truly

fortunate to have someone on board with her passion and commitment to providing excellence in end-of-life care."

DeShields has served on national, state, and local organizations dedicated to cancer care and health disparities. Current appointments include Director of the Cancer Research Program at University of Maryland Shore Regional Health System, Clinical Assistant Professor of Medicine at the University of Maryland School Medicine.

Dr. DeShields is an avid reader and gardener. She is married to Dr. Dennis DeShields and has three children. They reside in Easton.

## STUDENT ART BRIGHTENS HOSPICE HOUSE



This past year, with the help of volunteers Peggy Ford and Lora Joseph, we reinstituted the student art gallery project working with local schools. We hosted five exhibits and welcomed student artists and their parents, art teachers and administrators as well as members of the Talbot County Arts Council whose support helps fund the project. These beautiful works of art brighten our common spaces and bring joy to our patients, families, staff and visitors.



*Where in the world would we be without you? The patience, understanding, care and empathy you bring to the families losing loved ones and to those whose journey is ending is so beautiful and inspiring. Your every effort, small and large kindnesses, are appreciated more than words can express. Thank you for the loving comfort you gave our father and his family.*

—Note from a grateful family

# From the Executive Director



Dear Friends,

It has been a whirlwind year and an exciting time to lead a hospice energized and committed to doing things right. These changes have become the impetus for the Talbot Hospice family to expand levels of hospice care and programs within our community. We know the difference Talbot Hospice makes for families, and we believe that all families facing end-of-life are better served through our hospice, your local hospice in Talbot County. We are proud of our tremendous growth and many accomplishments achieved during the past year, and I want to share a few of these milestones with you.

This past fiscal year, Talbot Hospice provided extraordinary care to more patients and families than ever before, an 18% increase from the previous year. Care is rendered wherever an individual calls home—private residences, nursing and assisted living facilities, and at the Koons Hospice House. Our mission also includes charity care, and we care for patients regardless of their ability to pay.

In May, Talbot Hospice was recognized with the Hospice Honors Award, which honors hospices for meeting or exceeding the state and national averages on satisfaction surveys based on the perceptions from families and caregivers. This is quite an honor.

The addition of a full-time Bereavement Coordinator this year was an important decision, showing our understanding and ability to meet the needs of the community. Our services include grief and counseling outreach in the schools, Child Loss Support Group, ongoing monthly summer grief programs, memorial services and support groups for caregivers and staff.

The Volunteer Program is robust (nearly a 30% increase in volunteers!), and we are so fortunate to have such dedicated individuals as evidenced by the incredible amount of hours provided by this illustrious group (outlined in detail on page 11).

Talbot Hospice also expanded our We Honor Veterans Program because it reflects the commitment our hospice has to providing quality end-of-life care to our community's veterans. It is important that as a hospice provider, we are prepared to care for veterans and acknowledge their service through special recognition for the patients and their families.

I am extremely grateful to the founders of our hospice, the Talbot community, the Board of Directors, employees and volunteers who have worked tirelessly and who are committed to our mission and vision to service patients and their loved ones with compassion, comfort and dignity. We are a leader in hospice because of each of you. It is gratifying to know that Talbot Hospice is well positioned to continue its mission in 2017 of providing extraordinary care for all who need and want hospice services.

Warmest regards,

Vivian Dodge, MBA, BSN, RN  
Executive Director

## MISSION

Talbot Hospice offers hope, compassionate support and services to all members of our community facing end-of-life issues. We provide patient and family care, community education and advocacy while respecting both curative and palliative treatment choices.

# Thank You!

## THE GUTHRIE SOCIETY

*We are pleased to recognize members of the Guthrie Society, donors who contributed \$1,000 or more to the Annual Campaign from July 2016 to June 2017. Sustaining members, those who have given for five consecutive years or more, are indicated by bold type.*

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Mrs. Evelyn Corbin

It has been one year since my mother passed away. Over the year the care and communication I have received has been a huge comfort and support. Your mailings have been timely—like you knew just how I was feeling at many of these with family, and they have been a great comfort to you for the wonderful care and love you gave my entire family! —Note from a grateful family

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## HOT PINK QUARTET SERENADES PATIENT



The Hot Pink Quartet from Harmony on the Bay Chorus delighted a patient in January by serenading her with several tunes. Harmony on the Bay is based in Centreville and is a chapter of Sweet Adelines International which practices and celebrates barbershop style harmony. The patient had been a Sweet Adeline in her younger years and enjoyed singing along with every tune. A beautiful memory indeed!



ay at Hospice House.  
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comforted also. Thank  
y mother and our



Dr. and Mrs. J. Frederick Heaton  
**Ms. Elizabeth Hershey**  
Gigi and Steve Hershey  
**Col. and Mrs. Robert A. Holden**  
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**and the Frederick W. Richmond**  
**Foundation, Inc.**  
Ms. Susanna K. Zaffere  
**Mr. Howard A. Zwemer**

## EAGLE SCOUT BUILDS SHED



Over the course of several months Jack Leffingwell built a garden shed for Talbot Hospice for his Eagle Scout project. As part of the project, he raised money from the community to help build the shed. Jack donated the remaining funds to support programs and services for patients and families.

## HUMMINGBIRD SOCIETY

### GIFTS OF \$500-\$999

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The Szczukowski Family  
John and Norma Trax

# Thank You!

## TALBOT HOSPICE RECEIVES PROCLAMATION



In November, the Talbot County Council presented a proclamation to Talbot Hospice and Shore Regional Health in recognition of National Hospice & Palliative Care Month for their work to bring awareness to the importance of advance healthcare planning and end-of-life options.

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Mary and John Wolfe

### MENZIES SOCIETY

*The Menzies Society is named after one of Talbot Hospice's most dedicated volunteers and supporters, R. Michael S. Menzies, Sr., and recognizes donors who have given five or more consecutive years. Mike was a board member for six years, serving as president in 2007 and 2008. He chaired the capital campaign from 2008-2012, helping to raise \$6 million for the expansion. We are grateful for the loyal support of the following members of the Menzies Society.*

### 20+ YEARS CONSECUTIVE GIVING

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Mrs. Elizabeth Zucker

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Mr. and Mrs. Robert Amdur

John and Nancy Anthony  
Mr. and Mrs. CG Appleby  
Mr. Raymond Appler  
Mr. John A. Atwood  
Mr. Jeffrey Ayers  
John R. Bachman  
Cecil Backus  
Mrs. Jeanine Bartlett  
Mrs. Marilyn Bates  
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Mr. and Mrs. Michael Bracy  
Mr. and Mrs. David G. Bradley  
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Walton and Frances Egelanian  
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Anne-Lise Fink  
Mr. and Mrs. Thomas T. Firth III  
Mr. and Mrs. Laurence F. Fish  
John and Peggy Ford  
Ms. Rose Ann Forrest  
Mr. and Mrs. Joseph T. Foster  
Mr. and Mrs. John Franke III  
Ms. Patricia T. Freeman  
Steve and Myra Fuguet  
Mrs. Ruth B. Fulton  
Mr. Greg Gannon  
Mr. and Mrs. Donald V. Gardner  
Mrs. Mary H. Getsinger  
James and Judith Gieske  
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The Hon. Charles Pashayan  
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Billie Jane and Warren Marton  
Mrs. Catherine C. McCoy  
Ms. Catherine Y. McGinnis  
Mrs. Dana McGrath

*I want to thank you for your help and kindness in caring for my husband and making his last days as comfortable as possible. I also want to express my appreciation for your assistance to me, both with paperwork and emotional support. Like most people in my situation, this is a difficult time for me, but everyone on staff that I met with at any time was prepared to make things easier for me—and I am grateful.*—Note from a grateful family

#### PETS ON WHEELS VISITS HOSPICE



Casey from Pets on Wheels waits patiently for a treat from a patient. Pets on Wheels visits Hospice House on a weekly basis.

# Thank You!

Mr. and Mrs. Timothy E. McNeal  
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Mr. and Mrs. Timothy Wyman and  
the Frederick W. Richmond  
Foundation, Inc.

## THE 1981 SOCIETY

*The 1981 Society recognizes donors who have contributed a cumulative total of \$25,000 or more over time.*

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Thomas and Tina Baxter  
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Mrs. Sharron Jamarik

*How to put into words the feelings our family has about the loving care you gave our father, grandfather and great grandfather. You treated him with respect, allowing him to hold on to his dignity until the very end. You treated all of us as family, welcoming us into your "home" with open arms. You kept him comfortable through kind and gentle care. We could not have asked for anything more.*

—Note from a grateful family

# The Year in Numbers



## Patients



**231**  
**161**  
**108**

Total patients served  
Patients served in home  
Patients served in Guest Wing  
(31 eventually transferred from in-home)

## Pathways Program



**37**  
**22**  
**505**

Patients served  
of those patients were assigned volunteers who gave a total of hours

## Spirituality



**259**  
**176**

Visits to patients in their homes by our chaplains  
Visits to patients in Hospice House by our chaplains

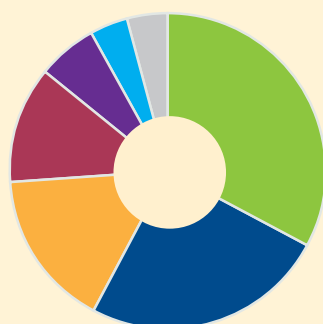
## Bereavement Services



**461**  
**54**  
**44**  
**515**

People served through group sessions or individual contact  
were members of the community whose loved one was not served by Talbot Hospice  
were children  
Volunteer hours

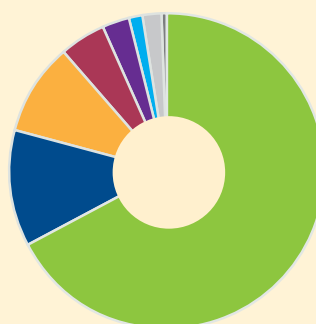
## Volunteer Hours



### Hospice House

Patient Care	1,350
Greeters	1,045
Cooks	661
Companions	495
Gardeners	226
Musicians	176
Shoppers	167
<b>Total Hours</b>	<b>4,120</b>

## Charitable Giving



### 2016-2017

Individuals	595,431
Festival of Trees	104,000
Memorials	84,677
Events	42,454
Corporate	23,542
Grants	11,250
Clubs, churches	17,991
Other	3,890
<b>Total Income</b>	<b>883,235</b>



**15,302**  
**6,789**  
**3,154**  
**435**  
**289**

Total hours  
Includes transportation, Veteran recognition, training & education, on-call doula, board/committee members, fundraising, memory bears  
Administrative hours  
In-Home Companion hours  
End-of-Life Doula hours





586 Cynwood Drive  
Easton, MD 21601-3805

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[talbothospice.org](http://talbothospice.org)

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*La dolce Vita*

A NIGHT IN ITALY

**SAVE THE DATE**

Saturday, October 21, 2017  
6 p.m.

*Cocktails, Dinner and Dancing*  
Talbot Country Club  
\$200 per person  
Black Tie

Your ticket's price reflects our costs for this event.  
Questions? Contact Kate Cox, Director of Development, 410-822-6681 or [kcox@talbothospice.org](mailto:kcox@talbothospice.org).