



Hospice Care of Middletown, Inc.

Annual Report

LOOKING AHEAD

WE'RE MOVING

Hospice Care of Middletown is moving to a new location July 1st. The new address is 1001 Grove Street, Suite 800, Middletown, OH 45044. Our phone number will remain the same at 513-424-CARE (2273). Please check our website at www.hospicecareofmiddletown.com or www.yourhometownhospice.org for more information.

5th MEMORIAL GOLF OUTING

Mark your calendar and help us celebrate our 5th anniversary at the Memorial Golf Outing on August 27, 2010 at Weatherwax Golf Course. Lunch will be served at 11am with a shotgun start at Noon. This is a great opportunity to network with your colleagues and friends, entertain business clients, have a great day of food and prizes, and support Hospice Care of Middletown. Please call 513-424-2273 or visit the website at www.hospicecareofmiddletown.com for more information.

Letter from President and Board Chair

Welcome to our first annual report! We invite you to share our passion and vision for end of life care as you review the program highlights found within these pages.

This year begins the 5th anniversary of Hospice Care of Middletown. This milestone is a reminder of a promise kept to our community of a not-for-profit, local hospice care provider for Middletown and its surrounding communities.

We are proud that as we have grown in the number of patients and families served, we have remained true to our founding principles and to the basic philosophy of the hospice movement. Our dedicated team collaborates to deliver care that ministers to the body, soul, and spirit. We take our mission seriously to enhance quality of life, maintain dignity, and provide comfort in life's final stages.

Of course, we know that these efforts would not be possible without the unwavering commitment and sacrifice of our staff, volunteers, board of trustees, and donors. Thank you for your continued support of Hospice Care of Middletown. You can be assured that when every moment counts for our patients and families, we are there with loving, supportive care. That's a promise you can count on in 2010 and beyond!

With appreciation,

Amy Dallis
President/CEO

Roslyn Ginter, RN
Board Chair

Hospice of Middletown 2009

- ♥ **Launched a collaboration** with Hospice of Hamilton to provide inpatient hospice care, when needed, at their Hamilton or Blue Ash facilities
- ♥ **Instituted tuck-in visits** for patients needing additional personal care
- ♥ **Received a 100% “would recommend”** rating from families and caregivers when surveyed about their experience with HCOM (Family satisfaction survey)
- ♥ **Increased patient census** by 21%
- ♥ **Profiled** in the Middletown Journal’s month long series on cancer
- ♥ **Served record number of individuals** in the community with bereavement and grief support, including a Christmas ornament making program for children coping with loss
- ♥ **Initiated teen volunteer program**
- ♥ **Received volunteer support from over 50 individuals with a dollar value of \$93,919** (rate established by Points of Light Foundation).
- ♥ **Provided two memorial services** to honor patients served by our program
- ♥ **Supported charitable care** in part through fundraising events including a golf tournament, salad luncheon, Bunco night, and the annual Season to Remember memorial Christmas trees at the Manchester Inn
- ♥ **Welcomed new president** in June
- ♥ **Hosted first Caregiver’s Night Out** event at Liberty Retirement Community
- ♥ **Launched new and improved website**
- ♥ **Supported other non-profit organizations** in our community through employee giving as part of our United Way Pacesetter Campaign

Your Hometown Hospice.

Program Highlights



Financial Information - Revenue

Medicare Revenue	\$1,387,388
Medicaid Revenue	\$219,163
Private Insurance	\$169,845
Contributions/Grants	\$121,329
Estate Gifts	\$78,750
Special Events	\$29,360
Other	\$34,922

Financial Information - Expenses

Patient and Family Care	\$1,509,650
Administrative & Fundraising	\$379,734

Patient Demographics

Patients Served	253
Total Patient Days	11,910 days

Patient/Family Visits

Nursing	3,681
Home Health Aides	2,452
Social Workers	495
Chaplain	164

Bereavement Support

Visits and Contacts	1,369
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..Making a Difference



Hospice Care of Middletown, Inc.

Your Hometown Hospice
1131 Manchester Avenue
Middletown, OH 45042

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MIDDLETOWN, OH
PERMIT NO. 83

We're Moving

Our Mission

The mission of Hospice Care of Middletown is to enhance quality of life, maintain dignity, and provide comfort in life's final stages. Our staff and volunteers are committed to this mission and to meet the physical, emotional and spiritual needs of patients and their loved ones. We enhance our community through quality care, education, advocacy, and economic support of local businesses.

The community's first not-for-profit hospice, Hospice Care of Middletown proudly services Butler, Warren, and portions of Montgomery and Preble Counties. Our service area includes Middletown and neighboring communities including Camden, Carlisle, Eaton, Franklin, Hamilton, Lebanon, Liberty Township, Miamisburg, Monroe, Springboro, Trenton, Waynesville, and West Chester. In every location, we are committed to serving patients of many diverse cultures, faiths and traditions.

Hospice Care of Middletown is a member of the National and Ohio Hospice and Palliative Care Organizations. We are licensed by the state of Ohio and our services are covered by Medicare, Medicaid, and many private insurance plans. We provide equitable access to care for all patients, regardless of ability to pay.

As "Your Hometown Hospice", Hospice Care of Middletown relies on the generosity of donors and supporters to achieve excellence in end of life care. Please contact us to learn more about how you can continue our tradition of caring through a cash donation, memorial contribution, charitable endowment, or legacy gift.

513.424.CARE (2273) • www.hospicecareofmiddletown.com