HOME & HOSPICE CARE OF RHODE ISLAND

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Home & Hospice Care of Rhode Island is licensed by the Rhode Island Department of Health, certified by Medicare and Medicaid and accredited by the Community Health Accreditation Program (CHAP).
Reflecting on the Mission

ANNUAL REPORT 2010
Dear Friends,

Few would disagree that every moment in life is precious. Collectively, our experiences – our joys, fears, obstacles and triumphs, from the moment we are born until the moment we die – tell our story. Regardless of the length of life, we all have the right to live with dignity, respect, comfort and happiness, and to surround ourselves with those who are dearest to us for as long as possible.

At Home & Hospice Care of Rhode Island, we focus on helping individuals and families make the most of the precious months, weeks, days and hours at the end of life. Our care is medically exceptional, emotionally compassionate, holistic, and patient and family centered. We believe that every moment in life is precious.

Thank you for your support of Home & Hospice Care of Rhode Island.

Sincerely,

Diana Franchitto  
PRESIDENT & CEO

Ken Kermes  
CHAIRMAN OF THE BOARD

With deep compassion and skill, we care for people living with serious illness, those who are dying and all who care for them.
An Overwhelming Success
Our First Invitational Golf Tournament

Home & Hospice Care of Rhode Island, Rhode Island’s leader in hospice and palliative care since 1976, hosted its first invitational golf tournament on Monday, September 20, 2010 at Sakonnet Golf Club in Little Compton. The tournament drew 104 golfers and netted $44,000 for our Free Care Fund.

For more than 32 years, Home & Hospice Care of Rhode Island has provided exceptional patient and family-centered care for thousands of individuals. Our goal was to create a first-class golf tournament to support our Free Care Fund. At Home & Hospice Care of Rhode Island, we believe every Rhode Islander should have access to hospice and palliative care regardless of their financial means or insurance status.
Palliative Care
A Growing Specialty in End-of-Life Care

In the past 35 years, the hospice movement has undergone major changes and has grown enormously. What began as a mini revolution led by individuals interested in changing the way people die has grown and is now integrated into mainstream medicine. Incorporating palliative care programs in hospitals and nursing homes has also become a significant trend in the healthcare continuum of care.

As Rhode Island’s leader in hospice and palliative care since 1976, Home & Hospice Care of Rhode Island (HHCR) has always embraced the evolving spirit of hospice. It’s no surprise that HHCR is now leading the way in the field of palliative medicine. Despite the growing interest in hospice and palliative medicine, there are misconceptions regarding the meaning of palliative care.

What is Palliative Care
The National Hospice and Palliative Care Organization (NHPCO) defines palliative care “as treatment that enhances comfort and improves the quality of an individual’s life during the last phases of life.” Both hospice and palliative care share an underlying philosophy of care; however, they are different in two important ways:

With Palliative Care – patients can receive both aggressive treatment for their chronic illness AND aggressive palliative care for their symptoms – at the same time.

With Hospice Care – treatment of chronic illness changes the focus from cure to comfort.

Introduced in 2001, HHCR’s Palliative Consultation Service offers advanced pain and symptom management to patients with chronic, progressive illnesses – such as heart disease, lung disease, dementia or cancer – regardless of their prognosis. The goal of palliative care is to improve the quality of a patient’s life. Palliative care can be a segue into hospice care. Our patient profile explains how one individual tapped into our palliative care program and as her illness progressed was then cared for by the hospice team.

Sister Jacqueline Paradis (right), affectionately known as Sister Jackie, belonged to the Sisters of the Holy Union, a congregation of religious Catholic women whose ministry is service to the poor, especially to women and children. “Sister Jackie dedicated her life to teaching, visiting the sick, caring for the poor and helping the elderly,” states Sister Paula Coelho, a friend, colleague and designated power of attorney. “She was deeply committed to the Sisters of the Holy Union mission of caring and was always helping others.”

Toward the end of October 2010, Sister Jackie was diagnosed with Pancreatic Cancer and started chemotherapy. After a fall in early December that badly injured her knee and resulted in a hospitalization, she was unable to return to her normal routine and was admitted to Mount St. Rita Health Centre, a nursing home located in Cumberland, for rehabilitation. By mid-December, Sister Jackie’s disease had progressed and the staff at Mount St. Rita’s recommended hospice for her.

One of the basic tenets of hospice care is to meet the patient and family wherever they are in the disease process. Sister Jackie was not ready for hospice, but it was clear that her pain and symptoms needed to be managed better. HHCR’s Palliative Care Consult Service became a viable option. Palliative care, although not a substitute for hospice care, can significantly enhance the lives of patients who are seriously ill and do not qualify or do not choose hospice care. Sister Jackie was not ready for hospice – she chose palliative care.

Kim Morse, a Physician Assistant on the palliative care team, worked with Mount St. Rita’s staff to keep Sister Jackie comfortable and to maintain the highest possible quality of life for her. In addition to evaluating her pain and other symptoms and making recommendations specific to her situation, Kim was helping set clear goals for treatment and was supporting her through difficult medical decisions.

Home & Hospice Care of Rhode Island received a $50,000 grant from the Amgen Foundation to expand and develop its Palliative Care program. Pictured during the check presentation are L-R: Larry Bernard, Senior Manager, Corporate Communications for Amgen; Jay Marshall, Executive Director of Quality for Amgen; Ed Martin, MD, Chief Medical Officer at HHCR; Terry Rochon, RNP, Director of Palliative Care & Program Development at HHCR; Kathy Demarest, Executive Director, Quality Analytical Labs for Amgen; Diana Franchitto, President & CEO at HHCR; and Jerry McAndrews, Director, Supply Chain for Amgen.

With support from the Amgen Foundation, Home & Hospice Care of Rhode Island is strengthening its partnerships within Rhode Island hospitals and nursing homes, the Alpert Medical School of Brown University and community organizations. This grant is also giving patients and their families access to supportive care during the illness and hospice care earlier in the disease process.
“Sister Jackie and I began discussing from the very beginning what added services hospice could provide her,” states Kim. “When I’m ready,” Sister Jackie would say.

“As her disease progressed, she became at peace with transitioning from palliative care to hospice to find enhanced comfort in her final weeks,” added Kim.

When asked if she thought palliative care services were helpful, Sister Jackie replied, “Palliative care has helped me realize that the pain I was experiencing could be controlled. It allowed me comfort and helped make my transition to hospice easier.”

For the remaining days of Sister Jackie’s life, she received all the services of the hospice team – physicians, nursing, social workers, chaplains, hospice aides and volunteers. Toward the very end, hospice volunteers remained with Sister Jackie throughout the night sitting vigils with her, so members of her order could spend time with her during the day.

Colleen MacTavish-Thurber, RN, BS, CR, Sister Jackie’s hospice nurse, smiles as she recalls their first introduction. “When we first met, she told me that she taught at St. Cecilia’s in Pawtucket. I told her that I went to St. Leo’s, an arch rival of St. Cecilia’s,” said Colleen. “She joined her hands in prayer while looking up to heaven and exclaimed ‘God help me now!’ Then she looked at me out of the corner of eye and smiled – we were then connected.”

Both Colleen and Sister Paula agree, Sister Jackie had a dry but keen sense of humor.

“Sister Jackie passed away on February 9, 2011 in peace and comfort. The Palliative Care Team provides advanced pain and symptom management to patients with chronic, progressive illnesses to improve the quality of a patient’s life. L-R: Terry Rochon, MSN, MA, RNP, ACHPN (Director of Palliative Care and Program Development); Jennifer Alfwaz, RNP; Christine Carpenter, MS, RNP, CHPN; Kimberly Morse, MS, PA-C; Eve Block, MD; Bonnie Evans, MS, RNP, ACHPN; Julie Veist-Steller, DNP, RNP, AOCN; Kelly Baxter, MS, RNP; David Klos, MSN, RNP.”

On behalf of the Holy Urn Sisters, I thank you for the excellent care and true concern that the staff of Home + Hospice Care of RI gave to St. Jackie during her illness. Actually, this was my first direct experience with hospice. I am very impressed by the depth and breadth of service you provide and the compassion you show for the sick. I ask God to bless your work. You truly bring light to such shadowed days.

Sincerely,

Sister Paula Cline

Kimberly Morse, MS, PA-C, Palliative Care Consultant (right) and Colleen MacTavish-Thurber, RN, BS, CR, the hospice nurse (left), coordinated Sister Jackie’s transition from palliative care to hospice care.
Statement of Operations for Fiscal Year 2010

REVENUE (IN MILLIONS)
Patient Revenue $28,663
Contributions & Grants $1,576
Other $153
TOTAL $30,393

EXPENSES (IN MILLIONS)
Salary & Benefits $18,854
Patient Care Expenses $7,670
Other Expenses $2,672
TOTAL $29,195

OPERATING RESULTS $1,198

KEY STATISTICS
Number of Employees 311
Number of Volunteers 330
Number of Patients Served 3,409
Average Daily Census 436

*Martin M. Temkin, an HHCR Board member and past chairperson passed away on December 4, 2010. Martin was an avid advocate and friend of Home & Hospice Care of Rhode Island for many years. His dedication and commitment to HHCR will long be remembered and his memory not forgotten.
In 2008 Home & Hospice Care of Rhode Island embarked on an ambitious capital campaign to assist in underwriting the costs of the new clinical and administrative headquarters located at 1085 North Main Street, in Providence, Rhode Island.

Two years later, the “Every Moment ~ the Capital Campaign for Home & Hospice Care of Rhode Island” was completed and $4.5 million was raised through the generosity of our donors, local foundations and corporate community. We are grateful for your support and thank you for helping make our vision become a reality.