



Our Community, Your Impact



HOSPICE &
PALLIATIVE CARE
BUFFALO

2019 Annual Report

A Word from Nora McGuire,

Chair of the Hospice & Palliative Care Buffalo Board

The year 2020 will be one that none of us will forget.
It was the year that the entire world was reminded
of our vulnerabilities.

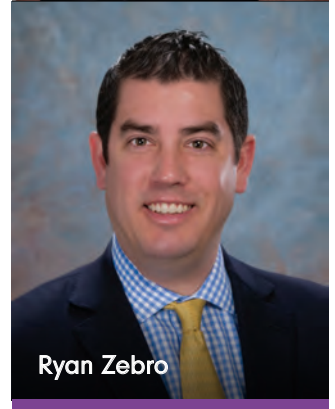
The coronavirus stripped us of the ability to go about our daily lives and threatened the health and lives of the entire world. It also brought the beauty and best in people to life. It is under the most challenging circumstances that our need for each other comes front and center. This is and has been the norm for our Hospice & Palliative Care Buffalo employees and volunteers since long before the pandemic and will continue to be the priority long after life takes on a "new normal."

As I have witnessed the leaders and all those who care for our patients and families at their most difficult and vulnerable time, my heart has been filled with gratitude. I had the privilege of chairing the Foundation Board for 2019 and witnessed such passion in supporting our beloved Hospice & Palliative Care Buffalo organization through fundraising events and campaigns along with connecting to families of loved ones lost to help them in their time of grief. We wish our longtime Foundation leader, Patrick Flynn, the best in retirement and thank him for his superb dedication and compassion. We welcome Elizabeth Siderakis in her leadership role. I am amazed by my fellow Foundation and Hospice & Palliative Care Buffalo Board members and have learned so much from them.

I am humbled and privileged to move into the role of Chair of the Hospice & Palliative Care Buffalo Board and look forward to serving all of you in our mission to care for those impacted by serious illness and loss. As I have assumed my new role, Ryan Zebro is now serving as the Foundation Chair, and I am confident in his leadership ability to do great things. Finally, I especially want to thank our CEO, Dr. Chris Kerr, whose endless energy and dedication continue to strengthen our organization and challenge all of us to want to do more.



Nora McGuire



Ryan Zebro

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Catharine E. McGovern	<u><i>Emeritus:</i></u>
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A Message from the CEO

At a time of so much uncertainty, it is important to remain mindful of what is certain — our community's unwavering commitment to caring for those in need.

Hospice & Palliative Care Buffalo has been a vital community resource for over four decades, and this pandemic has strengthened not only our solidarity but the commitment to our mission. The more physically isolated we have become, the more we have united and learned to adapt as well as innovate. It is a privilege to be part of a cause and culture that finds ways to work through adversity while also showing concern for each other, always seeking ways to be mutually supportive.

Through these challenges, Hospice & Palliative Care Buffalo continues to serve over 1,000 patients a day, roughly 400 within our Hospice program and 600 within our Palliative Care programs: Home Connections for adults and Essential Care for Children. Our success in palliative care, especially our 30-year commitment to the care of children, has only been possible because our community recognized the need and generously supported the cause. What began as a pioneering movement in palliative care now continues to grow exponentially across the nation, particularly as healthcare shifts from a model where providers are compensated for a visit to one where payment is based on quality and value-added service. This capacity to be at the forefront in palliative care has been made possible through the generosity of our Hospice & Palliative Care Buffalo Foundation as well as through partnerships with local healthcare systems and payers. It is only through our collaborative efforts that we can truly improve earlier access to hospice and palliative care. The pandemic has further confirmed the importance of relationships within our healthcare community. I am very grateful to the Hospice & Palliative Care Buffalo employees who have volunteered to support our healthcare partners in need of added medical and psychosocial support.

Commitment to providing the highest quality of care remains our principal focus. In 2019, for the third year in a row, Hospice & Palliative Care Buffalo was named a **Hospice Honors Elite** organization, the



Christopher Kerr, MD, PhD

highest recognition awarded by *HEALTHCAREfirst* — a prestigious program that recognizes the quality of hospice care as measured from the caregiver's point of view. We are proud to report that Hospice & Palliative Care Buffalo exceeded all survey benchmarks and ranked in the top 3% nationally among those surveyed. We continually strive to meet the highest standards of care by supporting what's best for patients and caregivers as well as our employees.

The global calamity of the coronavirus has not just brought illness and death; it has also separated us from those we love. We are hearing from grieving relatives who are fearful that their loved ones are isolated and alone, without a comforting and familiar presence. We are also reminded daily of the heroic medical professionals — strangers behind gowns and masks — who we entrust to compassionately care for those we love. In the name of service, and at considerable risk, they place themselves at the bedside and substitute for family and friends who cannot. Perhaps, during this time of crisis, we are reminded that it is in such struggle that we are often at our best — bound together by our common humanity and never truly alone.

A handwritten signature in black ink that reads "Christopher Kerr". The signature is fluid and cursive, with a large, stylized "C" and "K".

Christopher Kerr, MD, PhD
CEO & Chief Medical Officer



Patient Spotlight: Nathan Pitillo

During pregnancy, Becky and Greg Pitillo received news that no parent wants to hear.

Becky's prenatal ultrasound and MRI showed that their baby had cranial anomalies and microcephaly — his brain had stopped growing. Prior to birth, his prognosis was very poor, and the doctors prepared the Pitillos for the worst.

Nathan was born September 5, 2018, with a very short life expectancy — he was missing the part of his brain that controls body movement. Essential Care for Children (EC), whose mission is to provide the most comprehensive home-based palliative and hospice care to children with serious illness, was there for the Pitillos from the beginning. Nathan went home under EC's Hospice care after spending two weeks in the Neonatal Intensive Care Unit. He required oxygen, feeding tubes and medication for uncontrolled seizures. With help from the EC Team, Nathan's parents baptized him and, given his prognosis, planned a funeral. An EC art therapist created a "foot-painting" with Nathan as a beautiful remembrance for his parents.

To everyone's amazement, 21 months later, Nathan is still resilient. His symptoms are well managed, and he continues to gain weight and, surprisingly, move his arms and legs. The joy Nathan has brought to his family by just a smile or turn of his head is immeasurable.

A Message from Nathan's Parents:

The Essential Care for Children program provides so many of Hospice & Palliative Care Buffalo's unique and wonderful services — many of which are not covered by insurance. It is YOUR generosity that has helped our son and so many others receive the care and comfort Hospice & Palliative Care Buffalo is known for. Our Essential Care for Children team is always there to advocate for Nathan and offer guidance, assistance and support. They have become an extended part of our family.

Although we have no way of knowing what the future holds, we know that Nathan's quality of life has been significantly impacted by Essential Care for Children.

On behalf of Nathan, we ask you to please consider making a gift to support the meaningful services of Hospice & Palliative Care Buffalo's Essential Care for Children program.

With gratitude,

Greg and Becky Pitillo

Parents of Nathan Pitillo, Essential Care for Children patient

Your Impact in Action

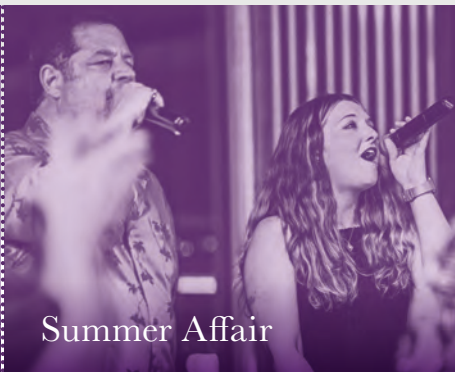
Memorial Walk

Over 2,500 people walked at Canalside to honor their loved ones who are no longer with us, as well as honor current Hospice patients.



Spring Bouquet Sale

More than 40 florists and 500 area businesses, schools and organizations participated in the sale of thousands of bouquets across Erie County.



Summer Affair

Over 500 guests gathered at Buffalo RiverWorks to enjoy cocktails, dinner, raffle items and live music by Nik Lite.



Harvest Fest

At Hospice & Palliative Care Buffalo's premiere event, more than 450 guests enjoyed a wine and beer tasting, bid on auction items, and supported a live appeal to benefit our Essential Care for Children program.



Light-A-Life Tree Lighting Ceremony

A tradition for over a quarter of a century, this beloved ceremony included trees adorned with decorative tags that bore the names of nearly 2,000 donors' passed loved ones.



Hospice Helpers

More than 60 groups and individuals organized third-party fundraisers and events throughout the year to benefit Hospice & Palliative Care Buffalo.



Harlan & Margaret Swift,
avid volunteers and
donors of Hospice Buffalo

You Make Our Work Possible



FOUNDERS SOCIETY

\$1,054,564 Total

Pays tribute to both the late Dame Cicely Saunders, the original pioneer of the hospice movement, and the late Charlotte Shedd, founder of Hospice Buffalo. These donors contribute \$5,000 or more annually to benefit Hospice & Palliative Care Buffalo.



THE HARLAN & MARGARET
Swift Legacy Circle
THE HOSPICE FOUNDATION

\$881,530 Total

Established in honor of Harlan & Margaret Swift, avid volunteers and donors of Hospice & Palliative Care Buffalo. This group of thoughtful donors helps sustain the care we provide through planned giving.



KLOSTERMAN SOCIETY

\$520,025 Total

Named in memory of John “Jack” Klosterman, a longtime board member and advocate of Hospice & Palliative Care Buffalo, and his wife, Pauline. The Klosterman Society demonstrates wonderful support to Hospice & Palliative Care Buffalo with annual gifts of \$1,000–\$4,999.



This prestigious group of volunteers lends their presence and support to the Hospice Foundation’s Annual Appeal with handwritten notes to donors.



A Dinner to Remember

Since 2008 we have worked with Ristorante Lombardo along with some of the finest local restaurants to provide patients and their families with A Dinner to Remember during what might be their final days together.

2019 By the Numbers

Consolidated Statement of Activities and Changes in Net Assets

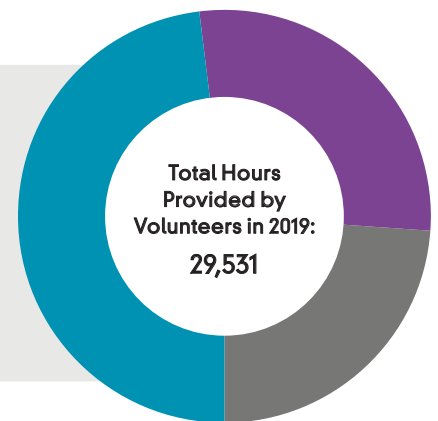
Revenue, Grants and Other Support	\$40,499,567
Operating Expenses	\$ 41,147,275
Net Income From Operations	\$ (647,708)
Other Gains/(Losses)	\$ 5,437,811
Total Change in Net Assets	\$ 4,790,103
Change in Assets Without Donor Restrictions	\$ 3,793,732
Change in Assets With Donor Restrictions	\$ 996,371

Special Events Revenue

Bouquet Sale	\$ 500,375
Memorial Walk	\$ 328,865
Harvest Fest	\$ 266,382
Light-A-Life	\$ 96,645
Summer Affair	\$ 79,761

Thank You to Our 2019 Volunteers

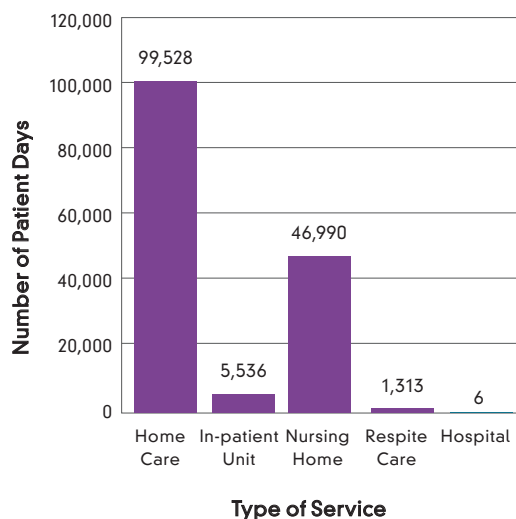
of Active Volunteers: 903



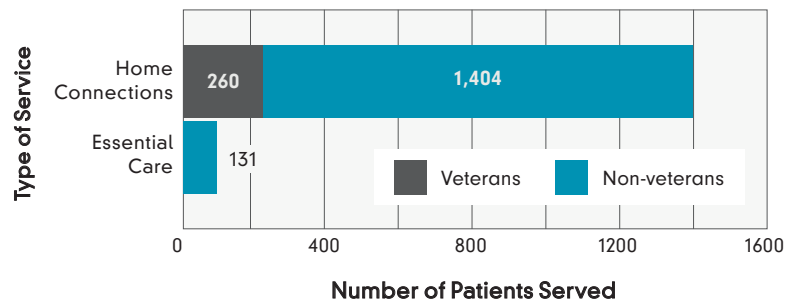
Serving Our Patients

Hospice Buffalo

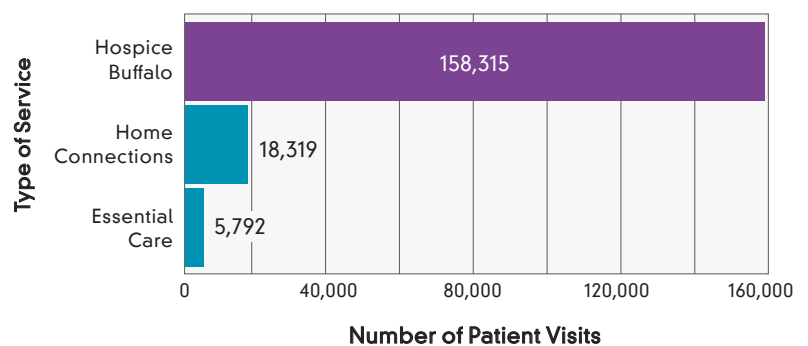
Total Number of Days:	153,373
Total Patients Served:	3,168 (622 Veterans)
Average Length of Stay:	54.96 Days



Palliative Care



Hospice & Palliative Care





HOSPICE &
PALLIATIVE CARE

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