

Hospice
of Westchester

*Annual
Report*

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MAKING
THE MOST OF
EACH DAY



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Mission Statement

Hospice of Westchester is committed to providing compassionate end of life care.

We combine the highest level of quality medical care with emotional and spiritual support enabling individuals and their loved ones to make the most of each day.

PHILANTHROPY

Hospice of Westchester (HOW) is proud to celebrate our 30th Anniversary in 2022 and have been a valued and respected member of the Westchester healthcare community since our inception. The past year was once again unprecedented. Amidst the ongoing health care challenges, HOW remains committed to providing extraordinary end-of-life care to Westchester County residents diagnosed with any life-limiting illness. Our professional team continues to provide exceptional medical expertise and compassionate care to all those requiring our services.

At the core of every decision we make, it is our relationships with our patients and families that matters most. We value this bond and truly believe it is very unique in today's world. This relationship defines who we are and it is an honor to be invited into our patients' homes to help them and their families along their most important journey.

All funds raised throughout the year have been allocated to support the heart of our operations, Hospice Home Care, and to help us fulfill our mission. We invite you to be our partner in this great endeavor. All of us at HOW are eternally grateful to you and all of our community donors for the essential role you play in our continued success. We know that without your help, we would not have been able to accomplish all that we have. Thank you for your consideration.

Hospice of Westchester made a steadfast commitment 30 years ago to provide the finest hospice care to Westchester County residents without compromise. To this day, we continue to serve as the model for excellence in end-of-life care.

LETTER *from* OUR CEO



Mary K. Spengler, MS, LHNA

Dear Friends,

We were hopeful that in early 2022 we would have “turned the page” on the pandemic and would be able to begin our return to normalcy. However, that was not realized and only some relief was attained toward the end of the year. Hospice of Westchester (HOW) saw many of the same challenges as in 2021. There was no relief from regulations, including regulatory reporting, COVID testing for staff, utilization of PPE and other pandemic measures, and their associated costs.

One of the greatest casualties of the pandemic was the devastation encountered by the home health aide industry. It is an industry that is on life support as many have left for other opportunities that provide less stressful working conditions and no vaccine mandate, and yet it is critical to providing care. Although many are aware of the challenges in the industry there seem to be few solutions.

There were a few “bright spots” throughout the year: our dedicated volunteers have resumed in-person visits and bring much needed companionship to our patients; bereavement services, a vital part of our program, were able to offer in-person private and group sessions once again; and our Complementary Care Program services were re-instated in person. These programs provide great comfort and support to our patients and their families.

2022 was an active year for our organization. In honor of our 30th Anniversary, we were thrilled to be able to host in person both our Annual Golf Invitational, as well as our In Celebration Annual Gala Cocktail Reception. In addition, we are proud to say that we have once again met all 20 standards of charitable accountability established by the Better Business Bureau and received designation as an accredited nonprofit.

In January, our Medical Director, Mark Fialk, MD, who has been with HOW since the beginning, announced his retirement. He will be missed by all in our organization. Gary Tatz, MD, our advisor to our Comfort Crew program, agreed to assume temporary oversight, and has now accepted the position permanently. He is a wonderful resource for our patients and staff.

Year three of the pandemic continued to impact all aspects of financial revenue performance in 2022. Notwithstanding the decline in reimbursement from census, HOW was able to control costs and realized excellent fundraising. As in other areas of operation, the development functions also saw “new light” emerging from the pandemic.

I don't think there are words to fully describe what the last three years have been like. Everyday seemed to bring new trials. HOW remained committed to its mission of providing care to the most vulnerable in our society. We did so through the dedication of all affiliated with HOW; patients/families; community partners; Board of Directors and most importantly our staff and volunteers who never wavered in the dedication.

As we move into 2023, we look to expand on our successes as new opportunities continue to open up.

Sincerely,



MARY K. SPENGLER, MS, LHNA
CHIEF EXECUTIVE OFFICER



20th GOLF INVITATIONAL

We hosted our 20th Annual Golf Invitational at Westchester Hills Golf Club in June. This year's event honored Karen and John Zanzarella, longtime supporters, who have been volunteer coordinators and managers for the Golf Invitational since its inception.



TREE of LIFE

Hospice of Westchester remained committed to our annual Tree of Life event, which celebrates the memory and lives of loved ones. The personalized stars were placed on the Tree, which was on display in our office. We created a video showcasing the stars on the Tree of Life so it could be viewed from the safety and comfort of home.

AT *a* GLANCE

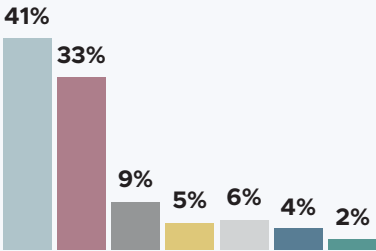
2022 REVENUE:

\$9.4 million

Medicare (patients over 65)	73 %
Medicaid	16 %
Private insurance (HMO)	1 %
Philanthropy	9 %
Self-pay & Other	1 %

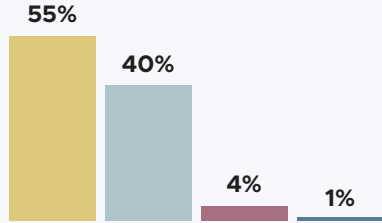
VISITS BY DISCIPLINE

- HHA
- NURSE
- SOCIAL WORKER
- VOLUNTEER
- SPIRITUAL CARE
- COMPLIMENTARY CARE
- BEREAVEMENT



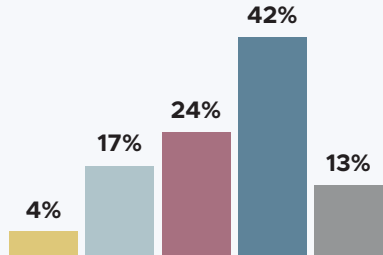
WHERE OUR PATIENTS CALL HOME

- OWN HOMES
- NURSING FACILITIES
- ASSISTED LIVING
- HOSPITALS



HOSPICE ADMISSIONS BY DISEASE

- RESPIRATORY DISORDER
- ALZHEIMER'S
- MALIGNANT NEOPLASMS
- CARDIOVASCULAR DISORDER
- OTHER



“My family and I would like to thank you for the care you gave our mother over the last almost two years of her life. You gave us comfort and support when we needed it as well as advise regarding end-of-life. Her death was peaceful and at home with us which we will never forget. Thank you!” **P.C. Chappaqua**

In CELEBRATION

In September, we hosted our annual “In Celebration” Gala Cocktail Reception at the Westchester Country Club. The event celebrated our organization’s 30th anniversary and honored our Staff and Volunteers, as well as our Patients and Their Families. The evening also featured a Celebration of Life for longtime supporter Anna L. Shereff and her son, Jesse M. Shereff.



HOSPICE OF WESTCHESTER IS A NOT FOR PROFIT, TAX EXEMPT AGENCY THAT IS CERTIFIED BY THE FEDERAL GOVERNMENT, LICENSED BY THE NEW YORK STATE DEPARTMENT OF HEALTH, AS WELL AS ACCREDITED BY THE COMMUNITY HEALTH ACCREDITATION PROGRAM (CHAP).