

Hospice  
of Westchester

2023

MAKING  
THE MOST OF  
EACH DAY

*Annual  
Report*





## LETTER *from* OUR CEO

Dear Friends,

Hospice of Westchester (HOW) entered 2023 with great hope that the pandemic was behind us. But the health care system across the continuum was still struggling as all tried to return to their former states. What we have seen, however, is that although many things may have returned to some normalcy, nothing will ever be the same as it was pre-COVID.

In Westchester County, there continues to be a realignment of the health care system across all providers. As a hospice organization in the competitive Westchester market, HOW needs to focus strategically on clinical operations, quality outcomes, financial management, fundraising, community outreach, and supporting a dedicated employee base. HOW had an exceptionally successful year in all of these regards.

The accreditation survey conducted in December by Community Health Accreditation Partners (CHAP) validated our clinical and organizational excellence. After four days of in-depth review and countless hours of preparation, we were accredited for three more years with no conditional-level deficiencies. 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.

Our Bereavement Program remains robust, with many offerings to families and the community at large through individual or group sessions. We are proud to report we are the only provider in the area that offers a program focused on complicated grief. The Complementary Care Program has mostly returned to pre-pandemic offerings, and we were able to bring back a compassionate doula who previously worked for us. Our pediatric Program, Comfort Crew, cared for four children in 2023. Our referral sources remain engaged as do our donors.

HOW's volunteer program has been expanding with volunteers in many different settings. We are proud of longtime volunteer Carolyn Van Ness, who received the Volunteer New York "Spirit Award" for Quality of Life. It was a great honor for her and our organization.

In November, we held our first employee/volunteer recognition program in three years at Westchester Hills Golf Club. More than 30 individuals were recognized for years of service. It was a wonderful evening enjoyed by all. We also hosted our first educational session for staff since the pandemic given by Dr. Ken Doka, a nationally-recognized Hospice professional.

A challenge to any small business, especially in health care, is to remain competitive and have good retention. In 2023 our turnover rate was zero percent. Dr. Julie Levasseur joined us as a Hospice MD, providing backup to our Medical Director, Dr. Gary Tatz.

Perhaps one of the most challenging care issues we continue to encounter is the provision of home health aide services. Although many are aware of the challenges in the industry, there seem to be few solutions.

Notwithstanding the decline in reimbursement from the census, HOW was able to control costs and had excellent fundraising. Our In Celebration Gala Cocktail Reception and Annual Golf Invitational brought together our donors, supporters, and members of the community. Our Tree of Life reception was held in person, for the first time since the pandemic, at Westchester Hills Golf Club. The Fall Fête at Sam's of Gedney Way was another return to normalcy. The evening was sold out and a great time was had by all.

The accomplishments described above and within this report are the results of the dedication and commitment of all who are involved in this organization. I want to express my gratitude to all of the clinical and administrative support staff who every day fulfill our mission, to our volunteers who give of themselves to our patients and staff in special ways, and to our Board of Directors for their confidence in our ability to be successful. I am confident that we will build on these strengths in the year ahead.

Sincerely,



**MARY K. SPENGLER, RN, MS, LNHA**

CHIEF EXECUTIVE OFFICE





## HOSPICE OF WESTCHESTER AWARDED CHAP ACCREDITATION *for* THE 15<sup>TH</sup> YEAR

Community Health Accreditation Partner, Inc. (CHAP), announced that HOW was awarded CHAP Accreditation under the CHAP Hospice Standards of Excellence. By achieving CHAP Accreditation, HOW has also been deemed to meet Medicare Conditions of Participation and is a certified Medicare provider. CHAP Accreditation demonstrates that HOW meets the industry's highest nationally recognized standards. The rigorous evaluation by CHAP focuses on structure and function, quality of services and products, human and financial resources, and long-term viability. Simply stated, adherence to CHAP's standards leads to better quality care.



## THE IMPORTANCE OF COMPLEMENTARY THERAPIES IN END-OF-LIFE CARE

When you think about hospice or end-of-life care, a common misconception is that the focus of the providers is solely on pain management. While this is a key component of any hospice care program, many providers, including Hospice of Westchester (HOW), believe in the importance of a holistic approach to treating patients, not just their symptoms.



Through the generosity of the Anna & Louis H. Shereff Complementary Care Program, HOW patients are able to enjoy massage, music and art therapies, along with reflexology sessions and the presence of a compassionate doula, at no cost. All of these offerings can help ease tension, reduce anxiety and improve the overall comfort and quality of life for our patients.



## EDUCATIONAL SERIES

In an effort to continue to offer the highest quality of care to our patients and their families, HOW is committed to providing ongoing educational opportunities to our staff throughout the year. We are grateful for the support of the Edward M. Simas Educational Fund that sponsors the educational series. Our 2023 presentation was titled, "Back in the Saddle Again." It was presented by Kenneth J. Doka, Ph.D., MDiv, Sr. Vice President, Grief programs, The Hospice Foundation of America.

## MARY SPENGLER HONORED *by* 914INC.

In August, our CEO Mary Spengler was recognized in the Non-Profit Companies: Healthcare category at the 914INC. CEOs & Business Leaders of the Year Awards.



## 21<sup>st</sup> GOLF INVITATIONAL

Our Annual Golf Invitational, which was held at Westchester Hills Golf Club in June, honored Joseph Kahl, longtime supporter, event sponsor and co-chairman. Attendees braved weather that ranged from sunshine to rain and even hail, and it was our most successful Golf Invitational to date.



## In CELEBRATION

In September, we hosted our annual "In Celebration" Gala Cocktail Reception at the Westchester Country Club. The event honored Mary Gibbons Gardiner, HOW board member and immediate past board chair, and Music Conservatory of Westchester. A special recognition was also bestowed upon longtime supporter and Grand Sponsor of the event, Rochelle E. Shereff. A grand time was had by all!



# BOARD of DIRECTORS

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**George Whitehead**  
VICE CHAIR

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Barry P. Mitchell, Jr.  
James O'Connor  
Michael Palumbo, MD  
Beverly Thornhill, MD

## 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) has been a valued and respected member of the healthcare community for more than three decades. We are pleased to report that HOW has remained committed to providing extraordinary end-of-life care to Westchester County residents diagnosed with any life-limiting illness.

At the core of every decision we make, it is our relationships with our patients and their 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.

As a result of increased costs and the changing healthcare environment we rely on the generosity of our loyal donors now more than ever. We need your tangible support to allow for adequate staffing, ensure that our patient costs are covered and invest in required technologies. No one is denied service provided they meet the medical eligibility criteria and we must be prepared to absorb the cost of care for those without health insurance or the ability to pay.

Funds will be 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.

HOW made a steadfast commitment 31 years ago to provide the finest Hospice Care to our community members. To this day, we continue to serve as the model for excellence in end-of-life care. You have made this happen. We know that without your help, we would not have been able to accomplish all that we have. Thank you for your consideration.

# At a GLANCE

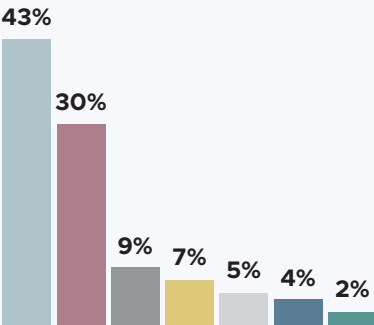
## 2023 REVENUE:

*\$9.8 million*

Medicare (patients over 65) ....	67%
Medicaid .....	15%
Private insurance (HMO) .....	2%
Philanthropy .....	5%
Self-pay & Other.....	9%

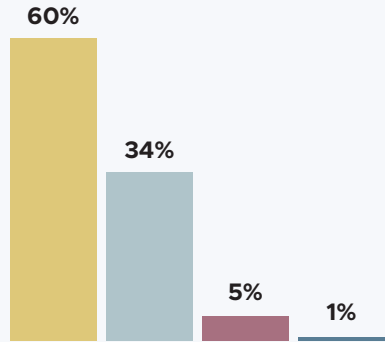
## VISITS BY DISCIPLINE

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



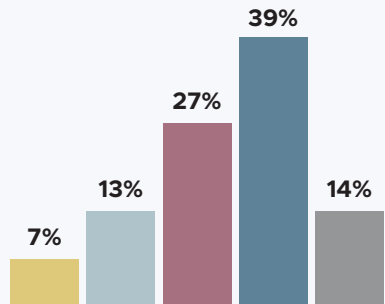
## WHERE OUR PATIENTS CALL HOME

■ OWN HOMES ■ NURSING FACILITIES  
 ■ ASSISTED LIVING ■ HOSPITALS



## HOSPICE ADMISSIONS BY DISEASE

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



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).



## HAPPENINGS & GATHERINGS CONTINUED



### TREE of LIFE

In November, we hosted our first Tree of Life reception in person since 2019. Guests were invited to purchase a gold star in memory or in honor of a loved one and came together at Westchester Hills Golf Club to place the personalized stars on the "Tree of Life."



### FALL FÊTE

More than 100 community members, board members, staff and friends came together in October for our first Fall Fête at Sam's of Gedney Way in White Plains. It was a lovely evening and there was wonderful energy in the sold-out restaurant.



### NATIONAL HOSPICE & PALLIATIVE CARE MONTH CONCERTS

In honor of National Hospice & Palliative Care Month in November, Hospice of Westchester, in conjunction with the Music Conservatory of Westchester, hosted an afternoon of jazz for residents at local nursing homes. Pictured from left: Jake Robinson, drummer, Dmitri Kolesnik, stand-up bass, and Hiroshi Yamazaki, pianist.

Hospice  
of Westchester

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