Caring for patients and families for 44 years.

- **Specialized hospice care** programs: Dementia, Cardiac and Lung Diseases, Pediatrics, Developmentally disabled adults
- **Early/open access** allows patients to continue receiving certain medical treatments for improved symptom management and quality of life
- **Innovations** directed at reducing hospital admissions/readmissions:
  - 24/7 nursing triage and 88,323 nursing visits (20,959 E/N/W visits)
  - 15 MDs on staff and available 24/7
  - 2 Pharmacists on staff
  - SmartCare – rapid response paramedics to avoid night/weekend ER visits, help with complex transfer from hospital to home
  - Patient Ping – notifications when patients go to ER or hospital
  - Telehealth – monitoring for cardiac & respiratory patients to catch symptom issues
  - Inpatient hospice houses for symptom management
- **Community & Hospital-Based Palliative Care** – 5,432 MD/NP visits to 2,525 patients in 2021; expanded service with three levels of care and RN and SW support
- **HomeMD** in-home primary care for medically fragile patients 65+, staffed by MD and 3 NPs
- Our comprehensive **Complementary Therapies** program provided more than 7,000 visits with therapies including music, pet, massage, compassionate touch, and Reiki.
- **Grief Support Services** for more than 7,000 adults and children.
- **Hospice Nurse Residency Program**
- **Research** with University of Utah, University of Massachusetts and New York University, Kent State
- Harvard Medical School fellowship program teaching affiliate
- BCBS Advanced Illness Support Program pilot
- **Outreach** and training to meet the unique needs of Veterans and the LGBTQ community
- **Care Dimensions Learning Institute** providing education in person, webinar, cable TV show/video, podcast

Patients live in 100 communities and 4 counties in Massachusetts

<table>
<thead>
<tr>
<th>2021 Hospice</th>
<th>942 Average Daily Census</th>
<th>5,900 Patients Served</th>
<th>4,936 Admissions</th>
</tr>
</thead>
<tbody>
<tr>
<td>76.2 Average Length of Stay (days)</td>
<td>14 Median Length of Stay (days)</td>
<td>580 Length of Stay &gt; 180 Days</td>
<td>7,813 Referrals</td>
</tr>
</tbody>
</table>

2 Inpatient Hospice Houses with 38 total beds

673 employees 5% of hours offset by our 464 volunteers