Caring for patients and families for 45 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 support
  - 15 MDs on staff
  - 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
  - Inpatient hospice houses for symptom management
- Community & Hospital-Based Palliative Care – 3,593 MD/NP visits to 1,778 patients in 2022; expanded service with three levels of care and RN and SW support
- HomeMD in-home primary care for medically fragile patients 65+, staffed by MDs and NPs
- Our comprehensive Complementary Therapies program includes music, pet, massage, compassionate touch, and Reiki.
- Grief Support Services for more than 7,000 adults and children.
- Hospice Nurse Residency Program
- Research with Dana Farber Cancer Institute, Mass General Brigham, and Saint Louis University
- Harvard Medical School fellowship program teaching affiliate
- 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>2022 Hospice</th>
<th>870 Average Daily Census</th>
<th>5,556 Patients Served</th>
<th>4,697 Admissions</th>
</tr>
</thead>
<tbody>
<tr>
<td>68.6 Average Length of Stay (days)</td>
<td>13 Median Length of Stay (days)</td>
<td>311 Length of Stay &gt;180 Days</td>
<td>7,745 Referrals</td>
</tr>
</tbody>
</table>

2 Inpatient Hospice Houses with 38 total beds

634 employees 5% of hours offset by our 310 volunteers

Modern Healthcare Best Places to Work 2021