



HOSPICE
of
LANCASTER
COUNTY



Annual Report 2010



A Milestone of Service

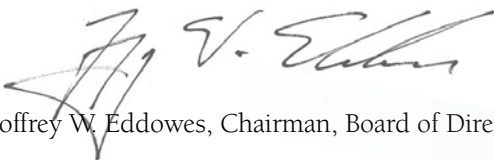
In 2010 Hospice of Lancaster County marked its 30th anniversary of caring for patients and families who are facing the end of life. When the organization was established in 1980, it had one nurse caring for just a few patients from one small office. In 2010, Hospice of Lancaster County provided care for nearly 2,700 patients and families. Our staff provides a unique kind of specialized care for our patients and families when they most need our help.

We are able to provide quality hospice and palliative care and grief and loss support because of the generous support that we have received from the community over the last 30 years. Hospice of Lancaster County's services have continually expanded as the needs of the community have changed and grown. Since our Mount Joy Inpatient Center opened in October 2008, doubling the number of inpatient beds, we have provided inpatient care at this center for more than 1,500 patients and their families.

The expansion of the PATHways Center for Grief & Loss has also enabled us to enhance and increase the bereavement support that we provide for adults, teens and children following the loss of a loved one. In 2010, we provided grief and loss support for more than 8,000 adults, teens and children through support groups, special bereavement workshops, individual counseling and the PATHways newsletter, whether or not their loved one was a hospice patient.

We have recently expanded our care in reaching out to hospice patients and their families in need of help who live just beyond the borders of Lancaster County. Patients in need of home or inpatient hospice care now have services available to them where this level of service may not have been available before.

As we look to our future, we appreciate so much our community's continued generosity at a time when your support is so greatly needed. Hospice of Lancaster County will be here for you and your family should you ever need the special care that we are here to provide. Thank you for the privilege of serving you, your family, friends and neighbors.


Geoffrey W. Eddowes, Chairman, Board of Directors


Steven M. Knaub, President and CEO

30th Anniversary of Caring

Share
your Story

“My uncle was under Inpatient Hospice care as well as Home Hospice care during his recent battle with cancer. As his primary caregiver over the last eight weeks, and interfacing with the nursing staff at Hospice I was continually impressed by the loving, intelligent care that Fred received. What we found remarkable is that in each and every encounter with the nursing staff and social workers, a consistent message was felt but unsaid, “You are special and our most important guest.” Although we will miss Fred as a member of our family, our lives were touched while under your care. Thank you for being kind, gentle and loving in our end stage journey with him. ”

~David W. Wimer, Sinking Spring, Pa.



Summary Financial Report

JANUARY 1, 2010–DECEMBER 31, 2010

PROGRAM SERVICE REVENUE		\$27,190,250
EXPENSES:		
Patient Services	\$ 25,622,385	
Other Operating Expenses	3,751,386	
*Volunteer Service	670,315	30,044,086
		<hr/>
Program Service Expense over Revenue		(2,853,836)
NON-PROGRAM SERVICE REVENUE:		
Public Support	1,570,732	
Special Events (Net)	486,530	
Net Investment Income	1,672,167	
Grants	96,665	
*Volunteer Service	670,315	4,496,409
		<hr/>
Excess of Revenue over Expenses		1,642,573
Net Assets–January 1, 2010		34,247,206
Net Assets–December 31, 2010		<hr/> <hr/> <u>\$35,889,779</u>

* Figure stated represents value of donated services. It is not a cash revenue or expense.

Our Mission

Hospice of Lancaster County is dedicated to providing care and comfort to help patients and families live better at end of life.

Our Vision

Hospice of Lancaster County is committed to excellence through the continual strengthening of home hospice care, inpatient hospice care and bereavement services, while advocating for comfort, support and timely access to services. We will also serve as medical, ethical, spiritual and educational leaders in matters related to end-of-life care.

Hospice of Lancaster County 2010

Board of Directors

Officers

Chair

Robert A. Brandt, Jr.

Benchmark Construction Company

First Vice Chair

Geoffrey W. Eddowes

Lancaster General Health

Second Vice Chair

Joel L. Samitt, DO

Meadowbrook Family Medicine

Secretary

Jeffrey C. Gisslin

Buckeye Corrugated, Inc.

Treasurer

Stephanie Carfley, Esq.

McNees Wallace & Nurick LLC

Thomas Beaver, III

Morgan Stanley Smith Barney

Nevin D. Cooley

High Real Estate Group

Charles A. Engle

Engle Printing & Publishing Co.

Edward L. Flick

Retired (Fulton Bank)

Robert L. Fryer, Jr.

RBC Wealth Management

Brooke W. Herr

The Comprehensive Companies

David J. Hess

Strategic Resources, Inc.

Nancy Mayer Hughes, Esq.

Barley Snyder LLC

William J. Lafferty, Jr.

Ephrata Community Hospital

Thomas E. Morell, CPA

J. Roger Moyer, Jr.

Retired (PNC Financial)

Margaret Newcomer

Ephrata Community Hospital

Randall A. Oyer, MD

Lancaster General Health

Benjamín Saldaña

School District of Lancaster

Laura L. Schanz

Laura Schanz Consulting Associates

Jane A. Shipe

Morgan Stanley Smith Barney

Christopher A. Stump, Esq.

Stevens and Lee, P.C.

Larry Zook

Landis Homes Retirement Community

2011 Leadership Team

President and

Chief Executive Officer

Steven M. Knaub, CPA

Vice President, Medical Services

Joan K. Harrold, MD, MPH, FACP, FAAHPM

Vice President, Chief Financial Officer

Krista Kae Hazen, CPA

Vice President

Development & Community Relations

Bonnie Jess Lopane, CFRE

Vice President, Human Resources

Brent Keener, SPHR

Vice President, Clinical Services

Susan L. Young, BSN, RN

