

# Samaritan

LIFE-ENHANCING CARE



## 2020 *Community* Benefit Report



Dear Friends,



What an extraordinary year! Thank you to our patients, and those who care about them, for the privilege of providing life-enhancing services to help them live their best life every day.



Thanks to our staff, we provided uninterrupted care to all patients, families, and clients throughout the pandemic. Our teams engaged them in

innovative ways, including telemedicine, online counseling and support groups, and virtual music therapy.

As a local, not-for-profit provider, we are grateful to our donors and volunteers whose gifts ensure that Samaritan continues to provide life-enhancing care for the most vulnerable people – right here in our South Jersey community.

At Samaritan, we honor every person's culture, values, and wishes by respecting who they are and what matters most to them. Through our connections to each other, those we serve, our community, and world, we strive to provide equitable access to care and opportunities.

We remain guided by the ethic of human service to be the region's preferred provider of life-enhancing care and lead the advancement of coordinated, person-centered care with extraordinary compassion and expertise. That's how we put more love in the world!

With gratitude,

Mary Ann Boccolini,  
RN, BSN, MA  
President/CEO

Phillip Heath,  
MS-HSA  
Board Chair

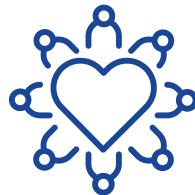
# Providing Person-Centered Care with Extraordinary Compassion

## Celebrating 40 Years



Samaritan celebrated 40 years of service by reaffirming our commitment to helping more people in more ways: expanding services, launching a new brand, and relocating our administrative home-base to Mount Laurel.

## Touching Thousands of Lives



### LARGEST HOSPICE PROVIDER IN NJ

Samaritan touched the lives of 11,069 people, providing uninterrupted care 24 hours a day, 7 days a week, 365 days a year for all patients throughout the pandemic.

## Growing Support



Philanthropic support for Samaritan's mission continued to grow, funding our essential, non-reimbursed above-and-beyond services.

## Increasing Access to Hospice & Palliative



### UP 9% OVER 2019

Samaritan is committed to increasing access to care for people of color and those in the LGBTQIA+ community. We value input from our community to support our commitment.

## Exceeding National Benchmarks



Samaritan exceeded all national benchmarks for quality and earned the SHP Caregiver Satisfaction Award and accreditation from The Joint Commission.



# Thank You to the Generous Donors Who Support Samaritan's Mission of Service

Samaritan received more than **\$1.7M in charitable support** and most from generous individuals like you. It is our honor to recognize and thank you: [SamaritanNJ.org/Donors](https://SamaritanNJ.org/Donors).



## Enhancing the Quality of Life for Patients and Those Who Care About Them

Charitable support enables Samaritan to provide quality, robust services that go above and beyond what we receive through insurance reimbursement.

### Veteran-Centric Care



- Provided hospice care with respectful inquiry, compassionate listening, and grateful acknowledgment to
- 388 Veterans

### Complementary Therapies



- During the pandemic, Samaritan offered online resources to continue to enhance the quality of life for patients, families, and the community.
- 26 videos
- 2,479 views

### Volunteer Services



- Many times, after a family member has experienced the gift of hospice, they give back through volunteering.
- 624 volunteers
- 103 new volunteers
- 11,750 hours contributed
- \$338,635 saved

### Transitions Services



- Placed re-assurance calls to patients to assess and address any changes in their health status.

### Care for Uninsured



- Provided care to anyone who needs it when they need it.

### Transportation



- Offered complimentary transportation to Samaritan's inpatient centers.

# Committed to Providing Personalized Care Through the Stages of Aging and Illness

## Hospice Care

Helped patients stay in the comfort of their home with the care and support they need.



- 3,574 patients
- 167,344 days of care

## Palliative Medicine

A medical-specialty practice that provided patients added support through serious illness.



- 6,185 patients
- 12,123 consultations

## Community Education and Outreach

Through our Institute for Education, Research & Innovation, we educate the community on topics such as advanced directive planning, hospice care, palliative medicine, and grief.

Our goal is to help people better understand these topics and increase access to services should they become seriously ill.

During the pandemic, we continued to provide education through online platforms.

For example, Dr. Stephen Goldfine, our medical director, spoke on "Impact of COVID-19 on Medical Decision Making" in partnership with Dr. David Barile, founder and chief medical officer of the Goals of Care Coalition of New Jersey. Through this free webinar, Dr. Goldfine and Dr. Barile educated 105 family caregivers about the importance of documenting their healthcare wishes.



## Inpatient Hospice Care

Two inpatient hospice centers provided 1,462 inpatient stays.



## Primary Care at Home

Offered homebound patients with chronic illness convenient primary care at home.



- 1,310 patients
- 11,644 visits

## Grief Support

Helped families cope with the loss of a loved one through counseling and support groups.



- Nearly 7,000 people served
- 47 total groups (in person and online)

## Improving the Delivery of Healthcare Across Southern New Jersey

Established in 1980, Samaritan is a regional leader in hospice care and palliative medicine that shares its expertise with healthcare providers in an effort to improve care across Southern New Jersey.

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