

Samaritan Compassion *in Action*



Greetings!

Welcome to the latest edition of Samaritan's *Compassion in Action*.

Join us as we celebrate 45 Years of Caring for generations of South Jersey families and look ahead to continuing our commitment and dedication to the person-centered care that has defined our work since our founding as one of the nation's first hospices.

This past year has seen us expand our services, launch new programs, deepen our commitment to the communities we serve, and strengthen partnerships.

As you read this issue and review our 2024 Community Benefit Report, you will see the number of patients served. We ask you to remember that each number represents a person—and a caregiver, a loved one, perhaps a family—touched by our Samaritan mission.

It is our privilege and honor to help each of our patients, clients, and their loved ones live their best life every day. We are grateful for our dedicated staff, who lovingly and expertly deliver the compassionate care everyone in our community deserves. We applaud and support them as they address the physical, emotional, social, and spiritual needs of our patients.

As an independent, not-for-profit provider, we are also thankful for our donors, volunteers, and community partners who ensure that Samaritan continues to provide life-enhancing care for the most vulnerable people—right here in South Jersey.

Together, we are The Samaritan Difference.

With gratitude and appreciation,

Phillip W. Heath
President & CEO

J. Gregory Button
Volunteer Board Chair

Samaritan Team Ensures a Veteran's Final Farewell to His Beloved Wife



(Pictured are Ana and Emilio Serrano)

The love birds held hands across their hospital beds, positioned close together in the living room as they slept.

Emilio and Ana M. Serrano had walked through life hand in hand for 72 years, through raising five beautiful children – three daughters and two sons – and through Emilio's two tours in Vietnam and one in Korea. They even received Samaritan hospice care together.

After Ana passed, the question became how to transport Emilio, who was physically fragile and bed bound, so that he could say goodbye to his beloved wife at her service.

The Challenge: Finding The Right Transportation

The Serrano daughters, Ana E., Carmen, and Milagros, had been caregivers for their parents for seven years and were used to doing everything themselves. Together they had navigated the needs of their mom's dementia and their father's lung disease, and they were amazed by their parents' Samaritan hospice care team and the amount of support which the team provided them.

"You guys were always a step ahead, realizing what the challenges were going to be."

The Road to The Service

When Ana called Serena, their Samaritan hospice social worker, to see if transport support was possible and if Samaritan could provide Emilio portable oxygen for the services that Friday, Serena's answer was instant. "How can we help?"

While Samaritan could provide the oxygen, they did not have transportation vehicles, yet Serena promised the team would do everything they could to help Emilio and the family. They immediately got to work, researching options, making phone calls, and sending emails.

When a member of Samaritan's Veteran Volunteer Committee

(continued page 6)

2024 Community Benefit Report

12,565 PATIENTS SERVED

PRIMARY CARE AT HOME

1,510 patients
8,501 visits

CENTER FOR GRIEF SUPPORT

15,046 people served
147 support groups

PALLIATIVE MEDICINE

7,295 patients
18,780 consultations

SOCIAL CONNECTIONS

100 clients

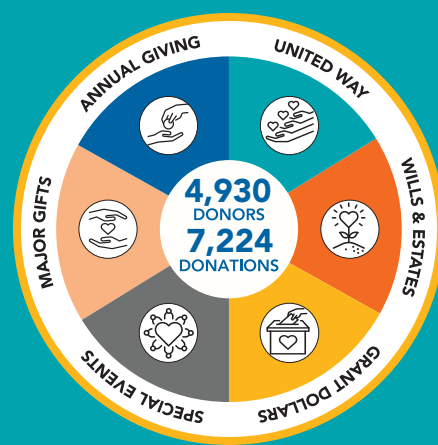
HOSPICE CARE

3,760 patients and families

Thank You to Our Generous Donors For Supporting Samaritan's Mission of Service

Samaritan received more than **\$1.63M in charitable support** thanks to generous individuals like you.

It is our honor to recognize & thank you!
SamaritanNJ.org/Donors



BOCCOLINI INSTITUTE Joint Accreditation



Samaritan is honored to be the first hospice in the nation to earn Joint Accreditation for continuing education.

Through this accreditation the Samaritan Boccolini Institute reaffirms its commitment to providing quality education for healthcare professionals across disciplines. Samaritan is passionate about compassionate care education and supporting the future of healthcare for our neighbors and friends in South Jersey.

Above & Beyond Donor-Funded Services

Charitable support enables Samaritan to provide quality services that go "above and beyond" what we receive through Medicare or insurance reimbursement. In addition to our Center For Grief Support and Social Connections services above, these include:

Veteran-Centric Care

540 Veterans Served

Volunteer Services

476 volunteers

129 new volunteers

24,564 hours contributed

Complementary Therapies

1,798 massage therapy visits

1,181 music therapy visits

Care for Uninsured

Samaritan continues to be here for everyone in our community.

Your donation makes a real difference in the care and lives of your family, friends, and neighbors in South Jersey. To learn more about the many ways you can give the gift of Samaritan's life-enhancing care, please visit SamaritanNJ.org/Giving, or contact Chris Rollins, at 856.552.3287 or CRollins@SamaritanNJ.org.

Winterfest

2025

Thank you to our
Volunteers and Staff!

The Judy Taylor Award for Service Excellence



Pictured above Left to Right:
Colleen Lason and **Mark Biancaniello**

Certified Home Health Aide, **Colleen Lason**, is this year's Judy Taylor Award for Service Excellence recipient. Known for her warmth, friendliness, and willingness to assist, Colleen is the perfect choice for this year's award. Colleen's primary nurse case manager has this to say, "Colleen has often given up her break to assist me when I need her to and never says, 'this is not my patient.'" Colleen works well with facility staff, respects protocols, and understands boundaries. She is engaged, serves as a preceptor for many of our newer CHHAs, and ensures they provide care the Samaritan way.

Congratulations, Colleen!

The Bridget Flynn Nesko Excellence in Service Award



Pictured above Left to Right:
Valerie Mallon, RN, Trustee
Bridget Nesko Memorial
Scholarship Foundation and
Maria Wilson, LPN

Maria Wilson, LPN, is this year's Bridget Flynn Nesko Excellence in Service Award recipient. During her eight years with Samaritan, Maria has become known for her dedication, her willingness to help, for seeing the big picture, and always finding a way to say "Yes." From completing assignments while her manager is out, to working across multiple departments, to being a member of key workgroups for practice changes, Maria is always willing to help. On top of these accolades, Maria is continuously striving to improve our care and processes -- all while she is in nursing school, pursuing her RN degree.

Congratulations, Maria!

The Marian Fink Volunteer Service Award



Pictured above Left to Right:
Taneesha Marshall-IdDeen
and **Peggy Heisler**

New this year, The Marian Fink Award recognizes the Samaritan volunteer with the highest number of volunteer hours in the previous year. The year's winner, **Peggy Heisler**, is an exceptional volunteer who has dedicated herself to various roles within the Samaritan organization. Serving as an Ambassador, Bereavement Caller, Crafter, Greeter, and Patient Visitor, Peggy showed unwavering commitment and compassion throughout 2024 with a remarkable total of 498.75 hours for the year.

Congratulations, Peggy!

*Every person from Samaritan
that walked into our home left heart prints.
~ Elizabeth M.*

Volunteer Shout Out



Pictured above Left to Right:
Gwen Knight – 3000 hours
of service, **Peggy Heisler –**
3500 hours of service
(not pictured: **Peggy Morgan**
– **4000 hours** of service)

Staff Shout Out



Pictured Left to Right, all
with **20 years** of service:
Kim Rumaker, MSS, LCSW,
Karen Michalski, Amy
Cardis, RN, Sue Rogoff, RN,
Patricia Williams, LPN
(not pictured: **Sara Miller,**
MSW, LSW, and Salema
Moore)



Pictured above Left to
Right: **Lisa Dutterer, Mark**
Biancaniello and **Terri**
Goldfine, RN, BS - 25 years
of service

LIFE-ENHANCING CARE FOR



**HOSPICE OF
BURLINGTON
COUNTY**

1980-1984

HOSPICE CARE

1986

Hospice of Burlington County changes its name to Samaritan Hospice

1987

Samaritan becomes first in South Jersey to provide hospice care in nursing homes



1998-1999

CELEBRATING

2000

Samaritan celebrates its 20th Anniversary

2002

The Samaritan Institute for Education and Research is created



2002-2004

EXPANDING

2005

Samaritan proudly celebrates 25 years of service to the community, having cared for more than 26,000 patients

The first Samaritan Center opens in Mt. Holly, NJ

Services in Atlantic County added

2009

Samaritan adds Palliative Medical Partners

**HOSPICE OF
BURLINGTON
COUNTY**

1980

Hospice services begin

1982

Hospice of Burlington County becomes a not-for-profit organization

1984

Hospice services expand to Mercer, Camden, and Gloucester Counties

1986-1987



ADVANCING

1998

Administrative offices move from Moorestown to Marlton.

1999

The Center for Grief Support opens

Transitions program is developed

Samaritan receives Joint Commission accreditation

2000-2002



INNOVATING

2003

Massage, music, pet, and aroma therapies introduced

2004

Samaritan introduces Palliative medicine for children and their families

2005-2009



Did You Know?

- Samaritan now offers home-based services to meet your needs at every stage of your healthcare journey.
- Our 24/7 Call Center provides you with the security of knowing help is never more than a phone call away – all day, every day.
- Proud to be not-for-profit, our above-and-beyond services surround your family with a team of compassion and support.



45 YEARS

Ask for Samaritan BY NAME

SERVING

2012

Samaritan Thrift opens in Westmont, NJ

Palliative Medicine expands to include Advanced Cardiac Care

2014

Samaritan is named Hospice Honors recipient, based on family feedback



2015-2020

LEADING

Phillip W. Heath is appointed as Samaritan's new President and CEO

Samaritan Institute renamed The Mary Ann Boccolini Institute for Education, Research & Innovation



2024

LOOKING TO THE FUTURE

Samaritan proudly celebrates 45 years of service to our community

2010-2011



DEVELOPING

2010

Samaritan celebrates 30 years of bringing comfort and dignity to patients and families

2011

Samaritan Hospice changes its name to Samaritan Healthcare & Hospice

Palliative Medical Partners expands

Global partnership with Kawempe Home Care in Kampala, Uganda begins

2012-2014



GROWING

2016

Samaritan opens The Samaritan Center at Voorhees, creating South Jersey's first free-standing inpatient center for hospice patients

2019

Samaritan expands care with Primary Care at Home

2020

Samaritan moves to new offices in Mount Laurel

2022



PARTNERING

Samaritan enters Premier Partnership with Rutgers University – Camden

Samaritan launches Samaritan Care Pathways

2025

Samaritan
LIFE-ENHANCING CARE FOR 45 YEARS



Your Care. Your Choice. Your Home.

Delivering comprehensive care for patients living with serious illness, Samaritan Care Pathways enhances life for patients and their caregivers with specialized services from the time of diagnosis through treatments and beyond.



SAMARITAN CARE PATHWAYS
Advanced Care Navigation

Advanced Clinical Expertise & Extraordinary Compassion
At Every Stage of Your Healthcare Journey

Available 24/7

856.596.1600

SamaritanNJ.org



Samaritan Primary Care at Home Expansion

Samaritan proudly announces the addition of Waters Medical House Calls to Samaritan Primary Care at Home.

Bringing more than 20 years of trusted clinical expertise to the Samaritan team, the practice is led by **Hermina Waters, APN**. The team of primary care providers brings a breadth of experience and expertise that will provide increased access to Samaritan's primary care for patients managing the mobility issues of chronic illness and aging.

Hermina assumes the role of **Clinical Director** for Samaritan Primary Care at Home, where she

oversees the development and implementation of clinical programs aimed at enhancing patient care. She will also work with interdisciplinary teams to ensure the needs of patients are met. Hermina received her Bachelor of Science in Nursing from Rutgers University and is a licensed Advanced Nurse Practitioner.

To learn more about Samaritan Primary Care at Home, please visit SamaritanNJ.org.

The Samaritan Difference

Highlighting the wonderful staff of Samaritan and the care they provide!



Charity Jones – Samaritan Music Therapist

Charity greets everyone with a bright smile that shows the light and joy from within. In her role as a Samaritan Music Therapist and as a team member, she exemplifies The Samaritan Difference. She is present and engaged with patients, helping them find healing through various music therapy tools.

She is a creative thinker and a welcome

addition to any team brainstorming session. Her positive outlook inspires hope in both her team members and her patients. Charity has also dedicated her time to Samaritan's Staff Diversity Committee, helping to develop educational events that inform staff and expand their ability to help the communities we serve.

Charity also works as a bereavement counselor supporting children and families in their season of grief through Samaritan's Healing Hearts grief group. During sessions she uses her musical skills to bring healing, promote connections to others, and build resilience. She has also used her talents to write original songs for Samaritan to use when honoring patients and staff. Thank you, Charity, for being The Samaritan Difference!

(A Veteran's Final Farewell continued from cover)

suggested the team reach out to Senator Troy Singleton's office, the team found their answer. The Senator's office suggested that SEN-HAN might be able to transport Emilio and immediately reached out to see if it would be possible. Shortly after, SEN-HAN confirmed they would transport Emilio to the service, the viewing, and then back home at no charge to the family.

A Hospice Miracle

"We just couldn't believe someone was helping us," Ana said. For the family, their dad missing his wife's services was unthinkable. Having support to transport their dad allowed them to focus on saying goodbye to mom.

"They [Samaritan] are there for you when you feel helpless and give hope when you feel hopeless."

On the day of his wife's service, SEN-HAN arrived with an accessible vehicle to drive Emilio to the service. Although Emilio is a stoic man, his relief at being able to say goodbye to his wife, was evident.

Advice For Other Caregivers: More Help Than You Realize

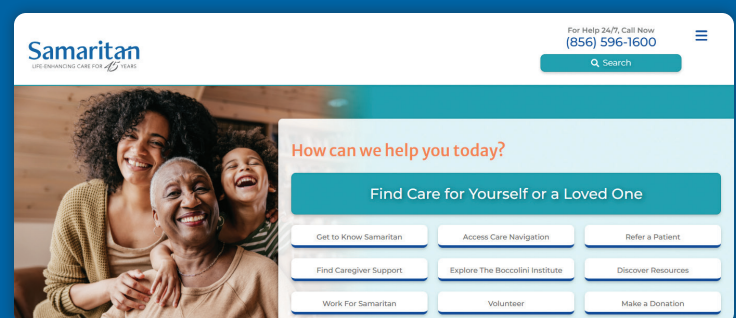
With a heart full of thanks, daughter Ana heaped praise on everyone involved. "I would like to wholeheartedly thank them for everything that they have done for my father."

Experiencing Samaritan's hospice care opened the sisters' eyes to the support available to caregivers. In addition to the expert clinical support, they saw the immense value of the emotional support Samaritan hospice care provides for caregivers. "They [Samaritan] are there for you when you feel helpless and give hope when you feel hopeless." (please visit SamaritanNJ.org to read the full story!)

NEW SAMARITAN WEBSITE

Please be on the lookout for a newly redesigned SamaritanNJ.org coming your way this May.

Our new design delivers expert care navigation, caregiver resources, and so much more. You'll find it easier than ever to access the information you need and connect with the compassionate care you deserve.



SAMARITAN CELEBRATION OF LIFE *Gala*

Scan the QR code
to view the photo gallery and
watch our honoree videos
from the event!
Or visit
SamaritanNJ.org/Gala



PRESENTED BY
Holman ENTERPRISES

Samaritan gratefully thanks the sponsors and donors who helped make this year's Celebration of Life Gala a record-breaking success! More than 300 guests joined us for the event that raised over \$286,000 in support of our comprehensive family of services.

Funds raised benefit patients and their families, as well as those grieving a loss, by supporting above and beyond services right here in South Jersey. These include complementary therapies and our Center for Grief Support programs.

THANK YOU FOR HELPING US OFFER MORE SERVICES FOR MORE PATIENTS AND THEIR FAMILIES!

OUR HONOREES



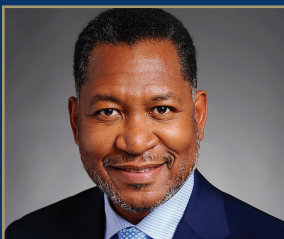
ARCHER & GREINER, P.C.

Archer's deep sense of commitment to the community is evident in the energy, time, and resources the firm provides to causes including professional organizations and associations, charities, and other not-for-profits dedicated to advancing the public good.



TD BANK

TD Bank colleagues pride themselves on showing up in their own communities and giving back. This includes supporting various local charities and organizations that are making a difference right here where we live and work. That's the human side of banking.



CHANCELLOR ANTONIO D. TILLIS, PH.D. RUTGERS-CAMDEN

Chancellor Antonio D. Tillis leads Rutgers University-Camden's efforts to advance the campus, meet the needs of students and faculty, develop innovative programs, and forge partnerships to improve the quality of life in Camden and the South Jersey Region.

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Samaritan

LIFE-ENHANCING CARE FOR 45 YEARS

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by Name

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Help Us Make a Difference

If we've touched your family with Samaritan's expert care and compassion, please consider making a gift in honor of our 45th Anniversary.

Visit us at SamaritanNJ.org, scan the QR code, or use the enclosed envelope to support our life-enhancing efforts right here in South Jersey.

Thank you!



Learn more about
Samaritan's
Global Partnership.

KawempeHomeCare.org
Info@SamaritanNJ.org

SAVE THE DATE

June 23, 2025

**35th Annual
Samaritan Golf Tournament**

Sponsored by
The Richardson Family Dealerships



SamaritanNJ.org/Golf

Become a Samaritan VOLUNTEER!

We offer a variety of in-person or at-home volunteer opportunities, complete with training.

For more information, call Lisa at **856.761.7502** or visit SamaritanNJ.org/Volunteer

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advance directive document at
SamaritanNJ.org.

