

Calvary Hospital Annual Program Review 2018 ACHIEVEMENTS AND 2019 GOALS

Distribution: Key Supporters
Board of Directors
Senior Staff

From: Frank A. Calamari, President & CEO ^{FC}

Date: March 2019

“During such a terrible time for a family, Calvary went above and beyond and really did help us have the best last few days we could with my grandfather. There really is no better place than Calvary.”

– Mel

Calvary Hospital has always had a unique and sacred mission. Calvary is the *only* hospital designed to provide comfort-giving care to people at the end of life. But even more important than advanced palliative medical care is that the end-of-life experience for every one of our patients and their loved ones takes place in an environment of love, comfort, compassion and dignity.

It is our supporters, staff, and friends who make that possible. Thanks to you, we don't turn patients away. We won't take shortcuts that reduce care. And we will do whatever our patients need in their days of greatest vulnerability.

The rest of the medical world is moving towards efficiency-oriented care, and I'm always being told that Calvary can't possibly hold on to a mission of compassionate non-abandonment. You help us prove, day after day and year after year, that we *can*. In fact, in 2018, Calvary became stronger, expanded its reach, and added new programs to help our patients and their families. **I thank all who continue to play a role in our unique and sacred commitment.**

2018 – ACHIEVEMENTS

Guardian of Excellence

Calvary's recognition by the nation's premier hospital evaluation organization, Press Ganey Associates, is unequaled by any other hospital in New York. For 13 straight years, Press Ganey has awarded Calvary its highest honors. In 2016, Calvary was one of the first to receive a new Press Ganey award, the *Guardian of Excellence*, and I am proud to announce that we received it for a second time in 2018. These awards are based on feedback from patients and family members, and Calvary is honored to know that those we serve consistently give us high marks for our commitment to provide comfort and peace at the end of life.

Growth of Dawn Greene and Ozanam

Ideally, when a patient approaches the end of their life, there should be different kinds of care available to meet their changing needs, as well as the ability to move between them when necessary. This should include in-home hospice, nursing home hospice, 24-hour hospice care, and in-patient care in a hospital setting. Thanks to the generous support of our donors, Calvary has pioneered exactly this kind of advanced continuum of care. Calvary's creation of **The Dawn Greene Hospice** in Manhattan and a hospice home at **Ozanam Hall of Queens** in Bayside completed the final link in this care.

These special facilities offer short-term in-patient care that provides all elements of comprehensive care – expert clinical care, social work to support families, pastoral care and more. To meet the demand for our care in Manhattan, we have increased capacity from 10 to 18 private rooms at The Dawn Greene Hospice. Now we can help even more people in Manhattan.

Bringing Bereavement Comfort to Manhattan

One of the ways you enable us to go above and beyond for our families is to help provide more spiritual and emotional services than any other hospital. Our pastoral care program has 30 chaplains of all faiths who are available 24 hours a day and seven days a week to meet the spiritual needs of patients and loved ones all along their journey. And our bereavement support program is one of the most comprehensive in the New York metropolitan area. In fact, as part of our core mission of compassion and non-abandonment, our doors are open to those in need whether or not they have a connection to Calvary.

In addition, as a further step in bringing *CalvaryCare*SM to Manhattan last year, donor support allowed us to offer Calvary Bereavement Services at Terence Cardinal Cooke Health Care Center. As always, Calvary's bereavement programs are open to all who qualify, free of charge. **This care is supported entirely by compassionate friends who believe in our mission and give generously.**

Because we believe so strongly in pastoral and social care at the end of life, we **also** sponsor an annual conference to share knowledge with chaplains and medical professionals from around the world. More than 140 people joined us for our 12th Annual Spiritual Care Day in October, with sessions like *Quest for Faith in the Wake of Death*; *When Professionals Weep: The Sacredness of the Tears We Shed*; and *Moral Injury: Walking with Veterans of War at the End of Life*.

Comforting Our Youngest Grievers

Children suffer deeply when they lose family members. That's why Calvary offers programs especially targeted to them: "Precious Moments" for young children ages 6 to 9 years old, the "In Be-tween" group for ages 10 to 12, and teen bereavement support for 13 to 18 year olds. These groups, which meet at Calvary's Bronx Hospital in downtown Brooklyn and in Manhattan, are open to any child (not just the relatives of a patient) who has experienced a significant death in their lives.

In August, Calvary Hospital welcomed 67 children, ages 6 to 18, to Calvary's Camp Compass®, held at Kingsborough Community College. Led by experienced grief professionals, our young campers enjoyed traditional fun camp activities interwoven with bereavement services and emotional support. The weeklong experience provided a unique opportunity for children who are struggling with the death of a loved one to bond with one another. The campers participated in recreational activities such as swimming, fishing, and basketball. They also built wooden trains to symbolize their grief journey, visited with two therapy dogs, painted pottery, made jewelry, learned salsa and hip-hop dancing, did scrapbooking, and much more – all designed to help them understand and manage their grief.

And in November, we scheduled a camp reunion for alumni of our children's bereavement programs. The young people spent a wonderful day at the New York Aquarium in Coney Island. Giving children a chance to share normal activities while having fun helps them cope with their loss. **These programs are offered free of charge, and they are supported entirely by our caring donors, for which, we are deeply grateful.**

Family Care

Calvary supporters also make it possible for us to lighten the burdens carried by so many of our families as they say goodbye to those who are dear. Caring for a loved one who is nearing the end of life can be so stressful, it affects the mental and physical health of caregivers. Insurance companies rarely cover care for a patient's family and friends. That's why, in 2004, Calvary pioneered the nation's first **Family Care Center**. Last year, the Family Care Center offered 3,000 family members a soothing place to regroup and find a respite from their pain, with services like a complimentary massage; yoga classes; relaxation sessions, such as aromatherapy; Gentle Touch; and information on topics such as advance directives, understanding dementia, and legal issues in dealing with a death.

Our Family Care Center also partnered with EnoB, an organization dedicated to bringing peace to patients in hospitals. Together, we offered *Flowers for Healing*, a [free program](#) that allowed family members to create beautiful bouquets to express their love and grief. We know that flowers contribute to a sense of hope, and EnoB's flower classes are carefully designed to promote restorative positivity.

This is another way our supporters contribute to the peace and comfort of our patients and their family members. Thank you!

Banjo the Heart-Soothing Facility Dog

Many of our patients are heartbroken to leave a beloved dog or cat at home when they come to Calvary. Through the generosity of our supporters, we try to alleviate that heartache, and even use the loving power of pets to improve our patients' lives. For example, Calvary's Family Care Center helps family members bring patients' pets to Calvary for visits.

And we recently added **Banjo**, a 3-year-old Labrador/Golden Retriever cross, to our staff. Banjo is a facility dog expertly trained to work with his partner, social worker Shannon McCourt. Studies show that, for some people, a snuggle or play session with a trained dog can enhance hormones associated with happiness and well-being. Banjo can be especially helpful for patients who are struggling with depression or having difficulty with communication. With him in the room, patients often relax and become more at ease, and the effect can last long after Banjo has moved on to his next visit. **Thank you for helping us "hire" this compassionate caregiver!**

Sharing Knowledge Worldwide

Calvary is considered the gold standard of end-of-life care – and our internationally renowned **Palliative Care Institute** helps us spread our knowledge to medical professionals and students in this country and around the world. With support from Calvary donors, we hosted an important presentation on October 22: *Making Palliative Care a Global Health Imperative*.

More than 160 attendees heard keynote speaker **Lawrence O. Gostin, J.D.** talk about the death of his father at Calvary's Bronx campus. Professor Gostin, an internationally renowned expert on global health law, spoke passionately about healthy aging and healthy dying in a just society.

Professor Gostin asked, *"Wouldn't it be fitting if America had a truly great health system, with humane care throughout the life span? In the world's richest country, is it too much to ask that we treat everyone when they are sick, care for them when they are suffering, and allow them to die humanely and with dignity when the journey is over?"*

The New York Metro area is one of the world's greatest centers of medical education and training, which gives us a unique opportunity to influence palliative and end-of-life care. When you support Calvary, you help our **Palliative Care Institute (PCI)** host medical students from many of the region's medical schools to help them understand and appreciate the sacred role of palliative and end-of-life care. And the need is great. As our population ages, the need for palliative care increases, but many medical students report discomfort with caring for people at the end of life. In 2018, more than 800 medical students, residents and fellows came to understand what makes *CalvaryCare*SM so vitally important and gained a new appreciation of the value of palliative care.

The PCI also continued a 14-year tradition of training emergency medical technician (EMT) students in the specific emergency medical needs of people at the end of life. Last year, we hosted more than 140 EMTs from the City of New York Fire Department's training program.

The Power and Compassion of Music Therapy

One of the most compassionate ways donors soothe the hearts and souls of our patients and their families is through Music Therapy. This care brings music to our patients' rooms by helping them to sing, play an instrument, even dance if they are able, and create their own new music. With the help of a trained music therapist, music can help patients and loved ones reach across divides to reconnect. It can increase positive self-esteem and well-being. Simple rhythms can bring a sense of order and calm. And for many patients, especially those with depression or dementia, music can be one of their remaining sources of joy. **We're so grateful to our supporters for making this compassionate program possible.**

Alison Levi-Ramirez, Music Therapist at Calvary's Bronx campus, says, "Often, when my patients hear me play music, they remember. It brings up long-lost memories, and they start reminiscing about their lives, experiences, and the people who are important to them. Other times, music therapy will result in patients singing along, even those who are not usually very verbal."

EXTENDING CALVARY EVEN FURTHER IN 2019

Last year, we saw insurance companies intensify their demands that we cut back on services and be more "efficient" – without caring how that affected our patients and their families. But at Calvary, we **know** there are no shortcuts to providing compassionate care at the end of life. It takes caring, professional staff who are given the time to share their love with patients. It takes music. It takes flowers. Sometimes, it even takes the love of a gentle dog.

Your generous support made all that possible in 2018 – against all odds. You helped ease physical, emotional, and spiritual pain, and brought comfort to our patients and their families. You relieved them of worry about medical bills while they received our expert care. You supported the technical and medical expertise our patients need, while maintaining the calming, beautiful surroundings where they find comfort in their final days. And you provided care and services no insurance will cover: pastoral care and bereavement counseling, Calvary's Camp Compass® for children, and care for loved ones at our Family Care Center.

In 2019, with your help, we will once again tell the insurance companies to find a heart. And we will continue to provide the care our patients and their loved ones need. Period.

At a time when the rest of the medical industry is moving rapidly towards cold efficiency, you help Calvary remain committed to compassion and comfort above all. Your generous donations are the reason why Calvary Hospital, and our innovative programs, are considered the gold standard of care for men and women with life-ending diseases. Thank you for your help in 2018. We are counting on you again in 2019.



"I must be the luckiest person alive! Everyone at Calvary takes such good care of me."

Calvary Patient