

# 25 Years of Giving & Caring



gilchrist

*2019 Year in Review*

## **Our Mission**

To provide counseling, support and care to anyone with a serious illness, so they may live life to the fullest.

## **Our Vision**

We are deeply committed to giving people the clear information and loving support they need to make informed choices about their care.

***Cherish every moment of life.***



Gilchrist's founding benefactor, Jeanne Gilchrist Vance

Gilchrist began with **1 gift** and a vision to make a difference.

**1 act of kindness** and the fortitude to create change.

That gift in 1994 by Jeanne Gilchrist Vance inspired many more—including yours—enabling Gilchrist to become all that we are today.

# 25 Years of Giving and Caring

As I look back on the past 25 years, I am amazed at all that Gilchrist has accomplished, together with you, our generous supporters. And to think it all started with one gift by our founding benefactor, Jeanne "Jinny" Gilchrist Vance. Jinny believed that every person who needed care at the end of life should receive it, regardless of their ability to pay. Twenty-five years later, her legacy of caring and giving lives on. I know that if she were here today, she would be awestruck by how far we have come.

Since our founding in 1994 as a small home hospice, Gilchrist has experienced tremendous growth and monumental changes. We've built two inpatient centers in Towson and Howard County, and this year marks five years since we merged with Joseph Richey House to form Gilchrist Center Baltimore in Baltimore City. We have forged strategic partnerships with numerous hospitals and residential community centers, introduced innovative patient care offerings and greatly expanded our service area. Today, Gilchrist is a nationally recognized nonprofit serving over 26,000 people each year, at every stage of serious illness.

Gilchrist encourages innovation, and our leaders continually find ways to serve those in need. The comprehensive array of services Gilchrist offers is not the norm for our industry. For one, most Americans don't have access to a physician-led home-based elder medical care program such as the one we offer—care that helps improve the quality of life for older adults and keeps them out of the hospital. Other aspects that set Gilchrist apart include our home-based pediatric program, which also includes the only inpatient hospice unit in the state, our integration with area hospitals and our residential hospice unit that cares for underserved Baltimore City residents.

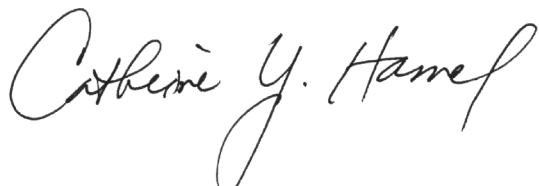
We have tremendously talented and committed employees and have been certified for the second year in a row as a Great Place to Work®. Our staff recruited 64 people this year, demonstrating a clear endorsement of our positive work environment.

Looking toward the future, Gilchrist is well-positioned for the unprecedented growth that will shape the burgeoning elder care industry. Ten-thousand Americans turn 65 every day, and in the next 10 years alone, the senior population is expected to grow by 40 percent. As we continue to serve more patients, we will maintain our focus on the exemplary care that has come to define Gilchrist.

This care is made possible in part by you—our donors—and your continued generous support. Many of you give out of gratitude for the sensitive, personalized care we provided to a beloved family member. Perhaps you give because Gilchrist has helped a friend or colleague. Or you give because you believe, as we do, that everyone deserves to live life to the fullest to their very last day. Whatever your reason for giving, we are grateful.

On behalf of the thousands of patients and families Gilchrist cares for each year, thank you for your support. I look forward to what we will accomplish in the next 25 years.

Sincerely,

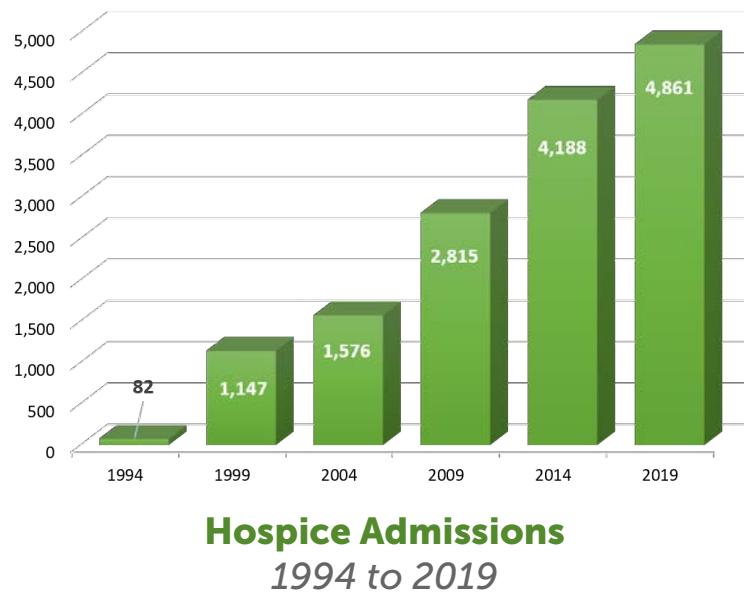


Catherine Y. Hamel, MA  
President, Gilchrist



# Over the last 25 years, Gilchrist has...

Grown from **82** patient admissions to **4,861**



Opened

**3**

inpatient centers

Grown to nearly

**650**  
employees

Cared for more than

**200,000**  
patients and loved ones

Seen a **350%** increase in uncompensated care covered by philanthropy



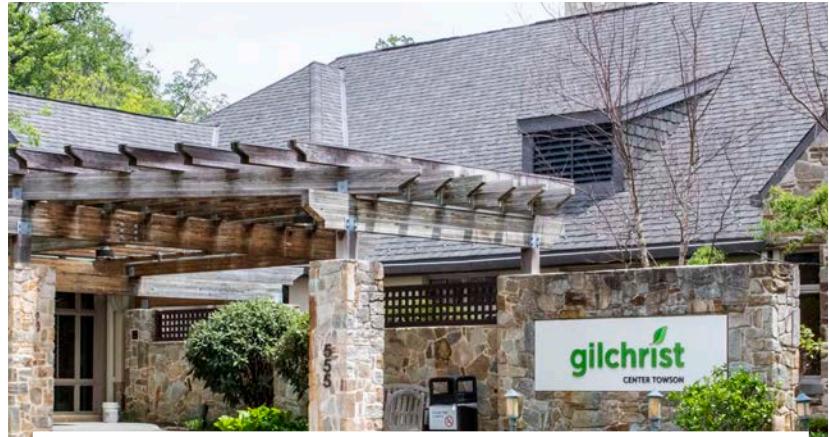
**Uncompensated Care**  
1994 to 2019



# Gilchrist Centers

## Gilchrist's three inpatient centers

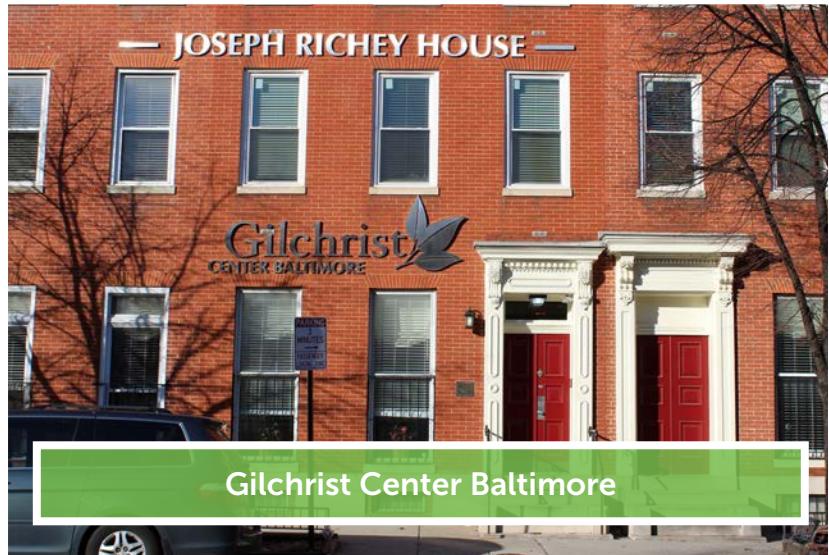
offer a beacon of light at a time of need. Our centers offer an environment of compassion and understanding, while our interdisciplinary teams provide intensive round-the-clock care.



Gilchrist Center Towson



Gilchrist Center Howard County



Gilchrist Center Baltimore

Insurance covers only a fraction of inpatient costs. This critical care is made possible for

**2,000**

patients and families each year through philanthropy.

# Capital Campaign for Gilchrist Center Baltimore



In 2014, Gilchrist joined forces with the Joseph Richey House, Baltimore City's first inpatient hospice center, to provide compassionate end-of-life care to hundreds of terminally ill residents of Baltimore City who are the most in need. Now Gilchrist is undertaking a capital campaign to build a state-of-the art inpatient hospice center at Stadium Place, the former site of Memorial Stadium, which will become the new home of Gilchrist Center Baltimore.

Many of the center's patients are homeless or medically underserved, and 70% of them live below the median family income level. Gilchrist Center Baltimore provides vital services to many who could otherwise die alone on city streets or in the emergency room. For this under- and uninsured population, medical reimbursements do not cover the full cost of care.

Building a new hospice center will ensure that our ability to care for city residents continues for years to come. The new Gilchrist Center Baltimore will house 18 beds for adults and 4 beds for children. It will remain the only residential inpatient hospice in Baltimore and the only inpatient pediatric hospice in Maryland.

Generous philanthropic support will enable us to continue providing the same level of care that all of our patients deserve.

# Hospice Care

Our hospice teams visit patients at their  
**home or residential care community**  
so they can stay in their own familiar environment, with their family, pets and personal belongings.

Our care teams travel more than  
**1,100,000** miles each year to bring hospice care to patients.



Financial support from donors enables us to care for over **900** patients each day, regardless of their ability to pay.



Gilchrist's **Care Choices & Hospice program** allows people to receive simultaneous hospice and curative treatment instead of having to choose one or the other. Patients receive the compassionate care and support of hospice without having to give up treatment.

Gilchrist was one of only **70** hospices in the nation initially chosen by Medicare to offer this option.

# Complementary Hospice Programs

## Gilchrist's Music Therapy program

provides comfort, support and joy to our patients and families through music.

Gilchrist is not reimbursed for music therapy services—the program relies solely on donations.



In 2019, **520** patients received music therapy, helping improve their quality of life.

In 2019, **365**  
Jewish patients received  
culturally sensitive  
Jewish Hospice care.

Donors helped establish an endowment for the **Jewish Hospice program** and fund the creation of a beautiful reflection space with a Jerusalem wall at Gilchrist Center Towson.



## We Honor Veterans

is a program designed to thank veterans and their families for their sacrifice and service to our country.

In 2019, **545**  
veterans were served,  
ensuring their unique needs  
were met at the end of life.

# Gilchrist Kids

Gilchrist Kids provides compassionate and comprehensive end-of-life care for infants, children and young adults with life-limiting illnesses, as well as support for parents-to-be who have learned that their unborn child may have an incurable illness. The program is a lifeline for families facing heartbreaking circumstances.



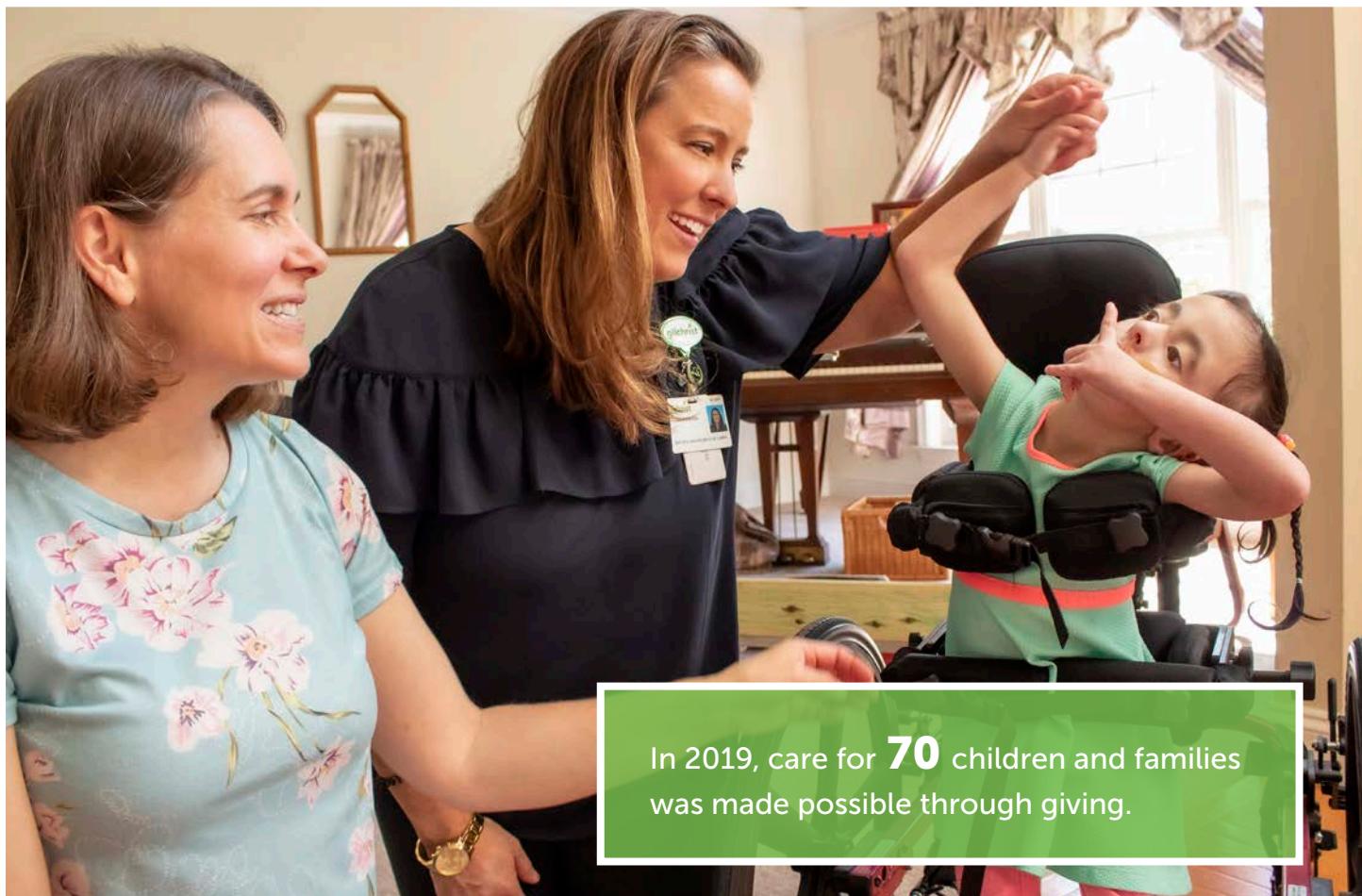
The costs of providing hospice care for children far exceed reimbursements from insurance. Charitable giving makes the work of Gilchrist Kids possible.



**2** child life specialists are **100%** funded through philanthropy. They offer therapeutic play for patients and siblings, easing fear and anxiety and helping them cope.

While most of Gilchrist Kids' care is provided at home, care is also provided in our inpatient pediatric hospice unit at Gilchrist Center Baltimore—

**the only  
one in  
Maryland.**



# Elder Medical Care

Over the past 25 years, Gilchrist has expanded to more than hospice. We now serve patients with serious illness well before hospice is needed through our Elder Medical Care program.



In 2019, **580** people were cared for by Elder Medical Care in their homes, helping the elderly and frail avoid hospitalizations and travel to doctors' offices.

# Volunteer Support

Gilchrist volunteers offer critical support for our patients and families. These dedicated volunteers donate their time and talents, offering companionship, caregiver respite, assistance with errands and much more.



In 2019,  
**525**  
volunteers donated  
**38,900**  
volunteer hours, providing  
support and a helping  
hand, and  
Gilchrist launched its  
Volun-teen Program.



# Grief Counseling

After a loved one dies, the family members left behind may feel lost and broken. Our grief counselors help people through these bleak times filled with uncertainty and darkness. They offer hope and encouragement, and a way out of their grief.



Events like Gilchrist's Twilight in the Woods provide solace and comfort to those looking for support after the loss of a loved one.



In 2019, **3,270** people were served through grief counseling, support groups, workshops and bereavement events.



# IN MEMORIAM

Gilchrist is grateful to have received contributions in memory of the following loved ones over the past year.

Doris L. Abel	Bonnie L. Baer	Brenda Becker
Elizabeth Adams	Jackie Baetz	Helen Becker
Stanley A. Adamski	Virmira Baginsky	Myrtle M. Becker
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Lance J. Green  
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