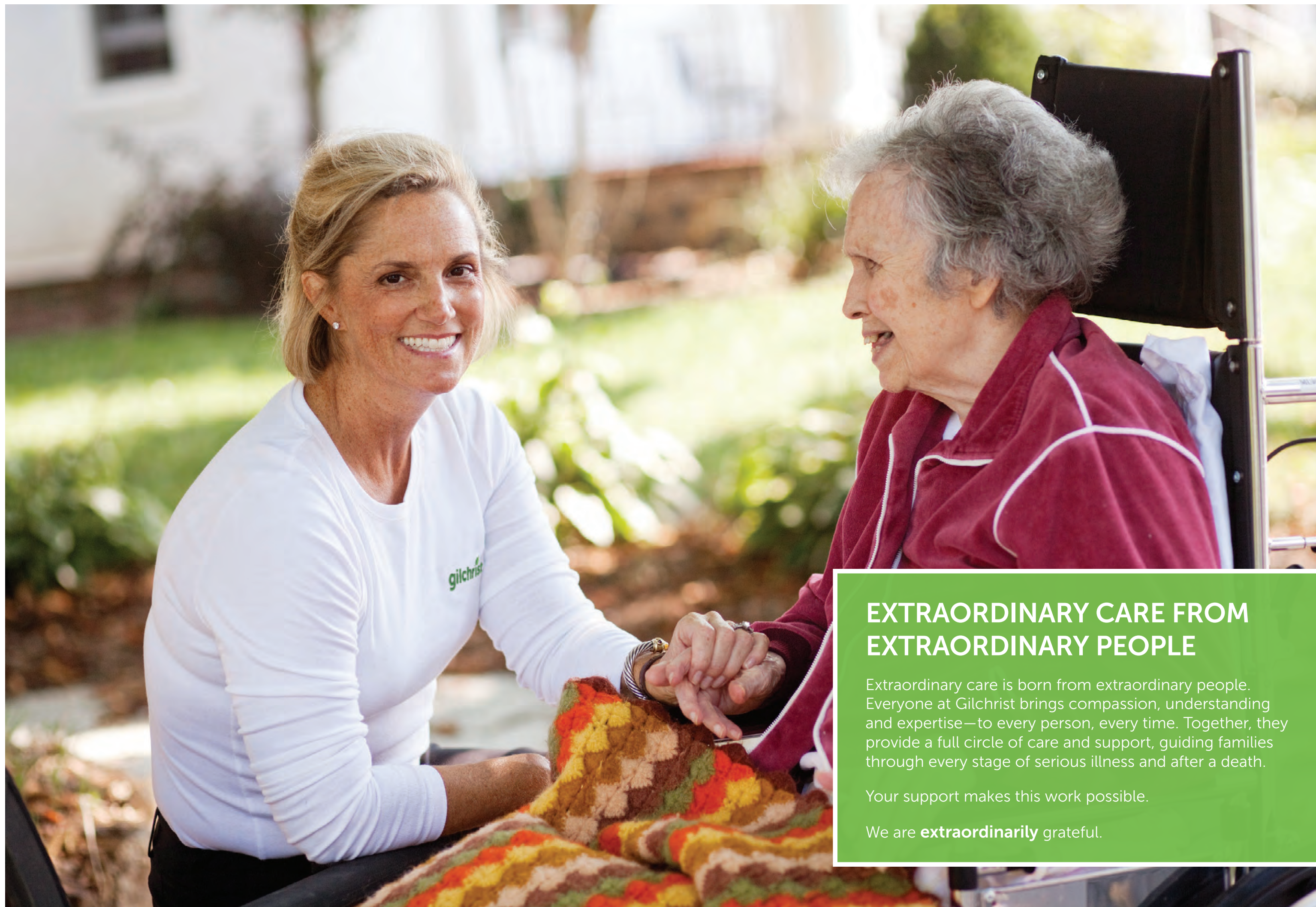




EXTRAORDINARY CARE
EXTRAORDINARY PEOPLE

gilchrist
2018 Year in Review



EXTRAORDINARY CARE FROM EXTRAORDINARY PEOPLE

Extraordinary care is born from extraordinary people. Everyone at Gilchrist brings compassion, understanding and expertise—to every person, every time. Together, they provide a full circle of care and support, guiding families through every stage of serious illness and after a death.

Your support makes this work possible.

We are **extraordinarily** grateful.



Nurse Practitioners



Social Workers



Physicians



Volunteers



Registered Nurses



Grief Counselors



Child Life Specialists



Music Therapists



Geriatricians



Care Navigators



Certified Hospice Aides



Nurse Liaisons



Palliative Specialists



Chaplains



Community Educators



Medical Directors

EXTRAORDINARILY DEDICATED

From our care navigators and clinicians to our social workers, chaplains, music therapists, grief counselors and everyone in between, we are dedicated to providing extraordinary care.

Our extraordinary staff are...

...partners in care

...healers of hearts

...celebrants of life

...comforters of spirit

...protectors of wishes

...educators in choices

...soothers of pain

...seekers of resources

EXTRAORDINARY EMPATHY

Twice a week for the past three years, hospice aide Kimberly Ross has visited Gilchrist Kids patient Alex Russo at his home. Alex, who was born premature, has cerebral palsy and chronic respiratory disease, and is dependent in all aspects of care. Though Alex can't communicate, Kimberly feels they share a close bond. He smiles when she sings to him, and she can tell by his facial expressions when he is in discomfort.

In addition to bathing and dressing, Kimberly provides Caring Touch, a type of massage that promotes relaxation and a feeling of warmth and connection. "The power of touch is so important," says Cindy, Alex's mom. "The massage makes him more comfortable. Usually he'll relax and fall asleep, and he seems to breathe easier."

For Kimberly, her work is not just a job. She felt a calling to become a hospice aide after her own daughter passed away.

"It's healing for me to provide care to others," she says. "I know what it feels like to lose a child, and I understand what families are going through."

Kimberly and other Gilchrist team members have offered much-needed support for Cindy, whose husband died when Alex was 6. Alex has used respite care several times at Gilchrist Center Baltimore, providing a break for Cindy and a chance to spend more time with her three other children. Cindy says Gilchrist has been an advocate, not only for Alex but for her, as she has had to make difficult end-of-life decisions. "Gilchrist is a wonderful resource that I know not all families have," says Cindy. "We're lucky to have them."

Our hospice aides provide compassionate personal care to take the stress out of everyday tasks, such as bathing and dressing. Many of our patients form close bonds with their aides because they see them so frequently.

Left: Hospice aide Kimberly Ross provides Caring Touch massage therapy and sings to Gilchrist Kids patient Alex Russo at his home.



EXTRAORDINARY VOLUNTEERS

Our volunteers are vital members of our team. They are companions for our patients and families. They offer respite for caregivers. And they sit bedside with patients in the hours before death to ensure that no one dies alone.

EXTRAORDINARY REASSURANCE

Before Ruth Hennigan began receiving Elder Medical Care from Gilchrist, she was constantly worried about her health. A combination of kidney disease, diabetes and a wound that wouldn't heal had left her housebound. "The only way I could get to a doctor's appointment was with an ambulance on a stretcher," she recalls. As a result, her medical care was sporadic. When she did see doctors, she felt her visits weren't thorough enough.

Then she learned about Gilchrist Elder Medical Care, a program that provides medical care and support to homebound seniors in the comfort of their home. Through the program, Ruth now receives regular visits from Gilchrist nurse practitioner Beverly Ruiz, who oversees care for all of her illnesses. On each visit, Beverly checks on her wound, coordinates her medication and spends extra time with her to answer questions and make suggestions.

Ruth says enrolling in Gilchrist Elder Medical Care is "the best move I've ever made...It's been a godsend for me."

In between visits, Ruth can call day or night with any concerns. "I don't lay around and worry who to call anymore," says Ruth. "I can call Beverly and talk it over with her, and she gives me advice."

The care and compassion Beverly provides has made all the difference for Ruth in her quality of life. "It is so reassuring to know someone is there watching out for you and overseeing your care," she says. "It has definitely given me peace of mind that I didn't have before."

Our nurse practitioners provide medical care, manage medications and offer expert guidance to those with serious illness, all in the comfort of home.

Left: Nurse practitioner Beverly Ruiz talks with Elder Medical Care patient Ruth Hennigan during a home visit.





Our physicians—who specialize in internal medicine, geriatrics and palliative care/hospice—oversee medical care for all patients. They work with patients, families and the care team to provide personalized treatment.

EXTRAORDINARY **DOCTORS**

EXTRAORDINARY COMPASSION

Judy Penn and her husband, Neil, have been together for over 55 years. So when Judy's respiratory illness worsened to the point of needing inpatient hospice care, being separated was hard on both of them. She missed her husband and worried about how he was getting on without her. Social worker Rebecca Armendariz listened to Judy's concerns and arranged for her to be transferred to Gilchrist Center Baltimore to be closer to her family. Now, her husband is able to visit every day. The two often fall asleep at night holding hands—Judy in her bed and Neil in the chair beside her.

Social workers like Rebecca offer counseling for patients and families, and help them with any obstacles to their care and well-being. "The end of a person's life is both a sacred and stressful time," says Rebecca.

"I consider it a privilege to offer my support—to foster peace in the minds and the hearts of those who are dying and their loved ones."

Like Rebecca, Chaplain Leslie Goldvarg is also focused on Judy's well-being. While a chaplain typically provides spiritual support, Chaplain Leslie is quick to point out that her role is also to help in any way she can. "People think all we do is pray, read the Bible or sing," says Leslie, adding, "Sometimes I do everything else but." Case in point: Because Neil has heart trouble and tires easily, Chaplain Leslie arranged for a guard to meet him whenever he visits so he can avoid climbing the stairs. This small gesture alleviated stress for both Neil and Judy, and let them know how much their Gilchrist team cared. "I feel like I'm not just a patient here," says Judy, "I'm part of a family."

Judy Penn died peacefully at Gilchrist Center Baltimore on August 19, 2018.

Our social workers and chaplains address the emotional, social and spiritual needs of patients and families with sensitivity and understanding.

Left: Social worker Rebecca Armendariz and Chaplain Leslie Goldvarg, with hospice patient Judy Penn at Gilchrist Center Baltimore.





EXTRAORDINARY **NURSES**

Our award-winning nursing teams provide hands-on care and education, managing pain and other symptoms of illness while supporting patients and families.

EXTRAORDINARY GUIDANCE

After her husband, Lou, died last year, Luanne Rusk found herself emotionally overwhelmed. "I felt like I was falling apart and couldn't think straight," she recalls. She wondered if there would ever be an end to her grief. Then, she found help through Gilchrist's bereavement support programs.

Luanne received one-on-one counseling from grief counselor Fabio Lomelino, who helped her work through her emotions. When Luanne became frustrated because she felt sad and lost, Fabio reassured her that these were normal feelings, and reminded her of the progress she had made.

"He offered patience, understanding and gentle guidance," says Luanne. "Fabio has been a true blessing in my life."

Fabio also introduced Luanne to the many bereavement workshops, support groups and remembrance events Gilchrist offers. Having been an English teacher, Luanne was particularly drawn to the Writing Through Grief workshop, which allowed her to express feelings in a new way and to tap into some of her happier memories. She felt a shared camaraderie with the group, knowing that they had all been through essentially the same experience. Luanne has gone on to participate in other workshops, and this past June, she attended Gilchrist's Steps of Hope Tribute Walk and Butterfly Release, which she found beautiful and comforting.

Though at times she still wonders how she will survive without her 'best friend,' she recognizes the growth she has made in the months since Lou's death. "The sadness will always be with me, but it is no longer a tsunami of emotions," she says. "Now I have the tools that Gilchrist gave me."

Our grief counselors bring a compassionate presence to those grieving, helping them grow from their loss and turning pain into purpose.

Left: Luanne Rusk visits grief counselor Fabio Lomelino, who has been counseling her since her husband died last year.



BECAUSE OF YOUR EXTRAORDINARY SUPPORT...

1,700

people cared for in our
inpatient centers

120

people served through our
newly formed Geriatric
Consultation program

300

people cared for by
Elder Medical Care at home

63

children cared for through
Gilchrist Kids

875

people served by hospice
each day, a total of

5,400

people over the year

Care navigators answered
calls from nearly
10,000

people in the community,
identifying their needs and
scheduling services

Awarded
**Great Place
to Work®**

accreditation

**Great
Place
To
Work®**

Certified

APR 2018–APR 2019
USA

\$5.5M

of uncompensated care,
funded in part by
donors like you

Volunteers donated

31,645

volunteer hours, offering
companionship, meals,
support for bereaved,
or a helping hand

94.1%

of our patients say they
would recommend Gilchrist

8,312

served through
bereavement services

Opened the inpatient
pediatric hospice unit at
Gilchrist Center Baltimore,

**the only one
of its kind**
in Maryland



SOMETHING EXTRAORDINARY

It's a common refrain heard by us at Gilchrist. Again and again, families tell us that the care they receive—and the staff who deliver it—are extraordinary. That's no accident. We seek and hire those who possess certain rare characteristics that help set Gilchrist apart.

It takes more than dedication, skill and compassion to deliver exceptional care. It takes something extraordinary. It's passion, fortitude and strength of character. It's innovative thinking and expertise. It's exceeding expectations and putting our patients and families first. It's not just a job—it's a calling.

There are hundreds who heed the call: doctors and nurses, social workers and chaplains, nurse practitioners and aides, grief counselors and music therapists, volunteers and care navigators. Together, they embrace patients and families and walk side-by-side with them through emotional highs and lows, tender moments, laughter, and tears.

As accomplished as our care teams are, our leadership and administrative teams are every bit as extraordinary. As I reflect on all they have achieved this past year, I am filled with pride. Our restructuring of services is furthering our goal to serve people earlier in their illnesses. We created innovative programs to better meet the needs of seniors in our community. And we opened our inpatient pediatric hospice unit, the only one of its kind in Maryland.

Though we have much to celebrate, we must aspire to more. In the coming year, we will continue to build strategic partnerships that provide wider access to palliative and end-of-life services. We have embarked on an ambitious capital campaign that will significantly enhance services for low-income, terminally ill Baltimore City residents. And perhaps most notably, we aim to help shape the future of end-of-life care in Maryland, giving families more choices and reducing the total cost of health care.

This extraordinary care would not happen without your support. Whether you made a first-time gift or have been giving to Gilchrist for years, your support is essential to helping us fulfill our mission. Because insurance does not cover the full cost of patient care—and because Gilchrist accepts every patient, regardless of ability to pay—we rely on generous supporters like you to help us provide extraordinary care when it is needed most.

Thank you for making our work possible.

Sincerely,

Catherine Y. Hamel
President, Gilchrist





Above: Board Chair Mitchell Goetze with prior Chairs Richard D. Huether and Douglas Huether.

THANK YOU

for helping people with serious illness
live life to the fullest.

Because insurance does not cover the full cost of patient care—and because Gilchrist accepts every patient, regardless of ability to pay—we rely on generous supporters to fulfill our mission. Your gift means patients and families can focus on spending cherished moments together, instead of worrying about finances.

To reach the Gilchrist development team, please call 443.849.8241.

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“I was moved to join the Gilchrist Board after Gilchrist cared for both my grandparents. Everyone we encountered treated us with extraordinary compassion, kindness and integrity, and that made a huge impression on me. I am honored to help lead an organization that fills a critical need in our community and is transforming the way we care for individuals at the end of life.”

- Mitchell Goetze, Chair of the Board of Directors





GILCHRIST
A NONPROFIT ORGANIZATION

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