

What TRUly Matters

A Report to Our Community 2015



Trusted
Responsive
Unparalleled

COMMUNITYCARE

Hospice | Supportive Services

a nonprofit organization

founded as Boulder County Hospice in 1976



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President & CEO

Darla Schueth

TRU Community Care

BOULDER

TRU Hospice Thrift Shop

5565 Arapahoe Avenue

Boulder CO 80303

303.604.5353

LAFAYETTE

Staff Offices

2594 Trailridge Drive East

Lafayette CO 80026

303.449.7740

LOUISVILLE

TRU Hospice Care Center

1855 Plaza Drive

Louisville CO 80027

303.449.7744

TruCare.org

TRU Community Care is a
nonprofit 501(c)(3) organization

Dear Friends,

The last year was one of great triumphs and great challenges for TRU Community Care, as we embarked on new projects, engaged and served our community, and like many others in the industry, worked to adjust to the complexities of a changing healthcare system. We hope that you find helpful information about our organization in the following pages as we share some stories from community members and explain our operations.

In summer 2015, we broke ground on a new building, just a block away from our Trailridge offices in Lafayette. The new campus will house TRU's new senior care program, PACE (Program of All-Inclusive Care for the Elderly), and our Grief Services. The PACE services will allow us to reach seniors 55 and older who are nursing home eligible, but want to remain living independently for as long as possible. In addition, our Grief Services, which have outgrown their current offices in Boulder, will have a permanent home.

Following our 2014 consolidation with Hospice of Northern Colorado, we've continued to integrate our operations, including our name – Hospice of Northern Colorado is now TRU Hospice of Northern Colorado and has adopted a new logo. We know this partnership will help us create a stronger, lasting nonprofit hospice for the future.

In the meantime, we've been working hard to fulfill our mission of providing compassionate, quality end-of-life care to all who need it, regardless of ability to pay. Additionally, we remain committed to providing grief services and counseling to anyone in the community who seeks our help. Because of these commitments, there is a gap between reimbursement and costs, and in 2015, we relied on community investment and our loyal supporters to meet our financial goals.

We thank you for being part of another exciting year at TRU. We hope we can count on your valued support so that we can continue to bring our important services to everyone who needs us.

Warm regards,

A handwritten signature in black ink that reads "Darla Schueth".

Darla Schueth, RN, MBA
President/CEO

A handwritten signature in black ink that reads "Timothy Schafer".

Timothy Schafer
Chair, Board of Directors

They're more than numbers to us:

During 2015, we served 1,411 patients and families who were living with a terminal illness or with an advanced disease, offering our expert medical, emotional, and spiritual care and support.

- 1,153 received hospice only
- 258 received palliative home health and social work counseling
- 422 stayed at the TRU Hospice Care Center at some point during their treatment

Additionally, 112 patients requested a palliative care consultation for guidance on symptom management

62% of patients received care for 30 days or fewer – many families told us they wish they had contacted us sooner in the disease trajectory

\$67,495 provided in indigent services to people who did not have the means to pay for care.

GRIEF SUPPORT

2,219 TRU Hospice family members received up to 13 months of individual or family grief counseling

659 adults participated in our TRU Hospice support groups, offered free of charge to anyone in the community

186 children and teens participated in our Healing Circles groups, engaging in activities such as glass-blowing, arts and crafts and healing with horses.

"To everyone who helped with the care of my mother, we are so very grateful. You all were such a blessing. I really don't know what I would have done without every one of you who helped."

- Judi and Gene Hardesty

"Over the course of a year, your staff cared for our mother as well as our father. Words could never express how grateful we are - for the support, the expertise, and the graceful presence of all of our TRU caregivers."

*- Melissa Crutcher,
David Walworth and family*

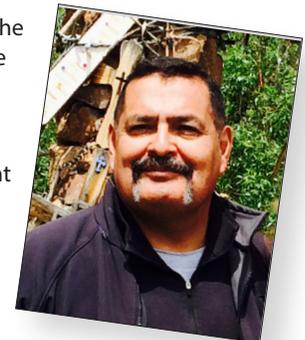


TRUly DEVOTED VOLUNTEERS

In 2015, 385 volunteers dedicated 24,958 hours to care for patients and their families, walked alongside those who are grieving, assisted with administrative tasks, and staffed the TRU Hospice Thrift Shop. During 2015, 50% of patients were touched by volunteers. This service is valued at \$640,946 and equal to 12 full-time positions.

Some of the unique services provided by volunteers included 175 Pet Companion services, 200 hours of Veteran-to-Veteran companionship and 250 hours of Comfort Touch, a specially developed acupressure therapy that serves as a massage alternative for frail patients.

Volunteers have been particularly invaluable to the success of the TRU Hospice Thrift Shop, where 105 volunteers logged hours in 2015. These efforts contributed to a 14 percent growth in revenue over 2014.



Mike Arellano

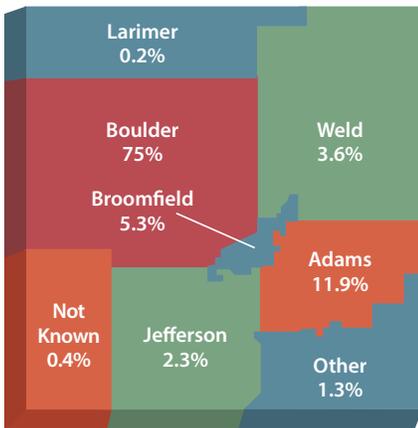
"My hospice service is about the simple art of celebrating life."

Julie Bergoff

"Every time I leave a volunteer shift I feel like I'm the one that's been given a gift. I feel like it's a gift to be with people and their families at the end of their lives."



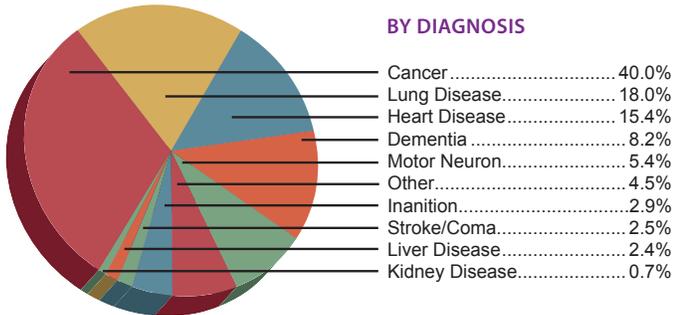
WHERE OUR CARE IS PROVIDED



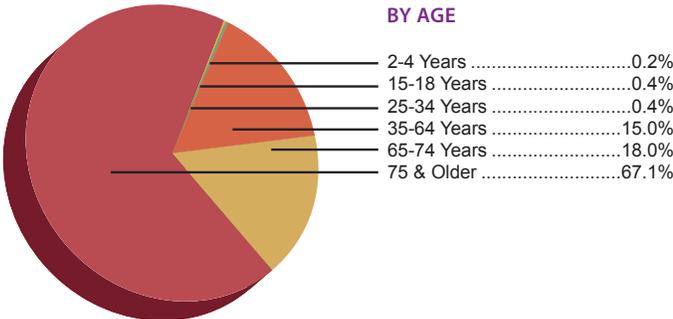
Over the years, as our community's needs have grown, we have responded with expanded programs and a growing service area.

PEOPLE WE CARE FOR

BY DIAGNOSIS



BY AGE



CASE FOR SUPPORT

During 2016, we project a funding gap of nearly \$800,000 on patient care and family services. Further, many people who seek our help lack insurance or other means of reimbursement for our services. Nevertheless, we provide the same level of care to everyone, regardless of ability to pay.

COMMUNITY EDUCATION

879 children, teens and adults participated in educational community presentations at schools, faith communities, businesses, nursing facilities, and hospitals.

NEW IN 2015 : A NEW BUILDING

In 2015, we broke ground on a new 22,582 square-foot building near our existing Lafayette offices that will house our Grief Services and the new TRU PACE program (Program of All-Inclusive Care for the Elderly). We also launched our capital campaign to raise \$6 million for the building. By the end of 2015, we were almost halfway toward that goal. Construction is slated to be finished in spring of 2016.

NEW IN 2015 : REBRANDING

In summer 2014, Hospice of Northern Colorado (HNC) consolidated with TRU Community Care, and 2015 brought a further integration of the brands. HNC has taken on the new name, TRU Hospice of Northern Colorado, and has a new logo to reflect our merged operations.

A TRU LEGACY

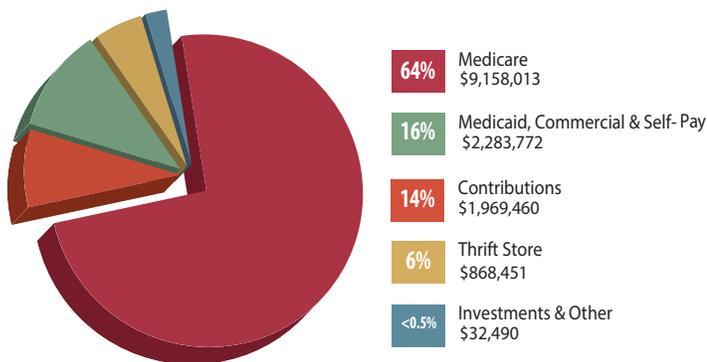
The Legacy Circle is a group of generous donors who have made a gift for the future through estate or other planned gifts to TRU, and have let us know their intentions. Please consider joining these friends and notify us of your plans. You will become a member of the TRU Legacy Circle and join others who have taken this step to ensure that TRU's excellent and compassionate care endures well into the future.

"Hospice has always been my organization of choice for donations. From the care of the terminally ill patient to supporting and educating the family and friends of the patient, Hospice care and guidance is vital. I'm including TRU Community Care as a beneficiary of my estate, not only because of the importance I feel hospice plays in people's lives but also because of the care my mother received at the TRU Hospice Care Center. It was very reassuring and comforting to know that my mom was well taken care of through her illness.

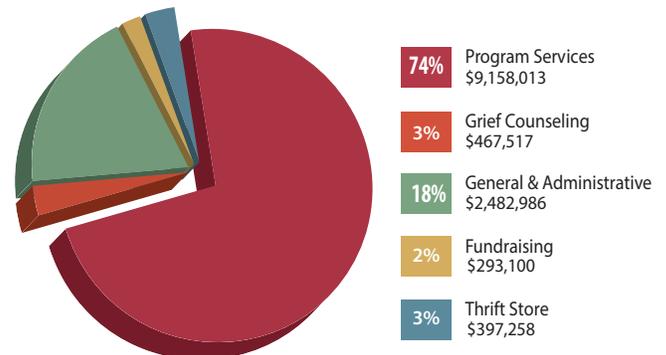
- Marie Hermon

2015 Financial Summary

2015 TOTAL REVENUES – \$14,312,185



2015 TOTAL EXPENSES – \$13,655,057



SERVICES & SUPPLIES PURCHASED FOR PATIENTS	2015 ACTUAL	2014 ACTUAL
Medications	\$736,553	\$796,193
Durable Medical Equipment & Oxygen	\$606,444	\$637,787
Patient Medical Services	\$138,052	\$155,550
Inpatient & Outpatient Services	\$285,568	\$295,418
Therapies	\$ 2,534	\$ 6,949
Diagnostic Tests	\$ 7,541	\$ 16,458
Blood Transfusions	\$ 0	\$ 15,597
Ambulance	\$ 67,802	\$111,861
TOTAL SERVICES & SUPPLIES FOR PATIENTS	\$1,844,513	\$2,035,813

INDIGENT CARE		
2015	383 days (.65% of days)	\$67,445
2014	220 days (.30% of days)	\$81,282

GIVING BACK TO OUR COMMUNITY

Thanks to our generous friends, we were able to share our knowledge and resources with everyone who requested our assistance. In 2015, we gave back to the communities we serve by:

Offering Grief Support	\$467,517
Covering the Cost of Uninsured Patients	\$ 67,495
Providing Free Community Education	\$ 1,075
Physicians Program	\$400,430



THANK YOU FOR YOUR SUPPORT

We want you to know that we are TRUly grateful for every donation we receive — large or small. When changes occur, the one thing that we can always count on is the steadfast support of our donors. Without your generosity, we simply couldn't provide our expert, compassionate care to everyone with an advanced illness who needs us, regardless of ability to pay. On behalf of our patients, families, volunteers, board and staff, you have our TRU appreciation. For a complete listing of all of our many generous friends, please visit *Make a Gift* at TruCare.org.



*"It takes each of us to
make a difference for all
of us."*

- Jackie Mutcheson



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Hospice | Supportive Services

a nonprofit organization *founded as Boulder County Hospice in 1976*

2594 Trailridge Drive East | Lafayette, CO 80026

24 hours a day / 7 days a week

For more information contact Annette Mainland, 303.604.5261
annetmainland@trucare.org

