

What TRUly Matters is what matters to our patients and their families...

As the oldest hospice in Colorado and one of the first dozen in the US, TRU Hospice (founded as Boulder County Hospice in 1976) is here for you. In 2014, we served more than 1,690 people with our hospice care, 99% of them in their homes. For the 1% who needed intensive care to bring their symptoms under control, we invited them to our TRU Hospice Care Center. One such patient was Mr. Johnson. Please read his story in the letter shown at right.

Every year, thanks to the generosity of our community of donors, TRU receives many tax-deductible contributions, which TRU invests in direct support of our communities, over and above the Medicare reimbursement of hospice. Our approach to mission-related care creates value to our patients and families that is priceless; after all, it is *What TRUly Matters*:

- Grief Services for adults and youth - \$472,500
- Physician programming including patient and family visits, interdisciplinary team meetings, and clinical support to staff - \$460,000

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Dear Nurses, Staff, and Doctors of the TRU Hospice Care Center,

The family of Dave Johnson — his wife Jan, his daughter Melissa, and his son Dan, and on behalf of Dave himself, would like to extend our most heartfelt and immeasurable gratitude for the amazing quality of care, kindness, and compassion you gave Dave in his final days. During this difficult and heartbreaking time for our family, we never once had to worry about his needs not being met while he was with you, and everyone we encountered at TRU was so remarkably caring and nurturing, not only to him, but to all of us too. Everyone did whatever was necessary to make him as comfortable as possible and to set his family at ease, which we know could not have been easy given his condition, and we cannot tell you what that meant to us.

In short, your tireless efforts did not go unnoticed or unappreciated, and you are all truly earth-bound angels in our eyes. What you do with such grace on a daily basis, namely, your gift of allowing terminally ill people to pass with dignity and warmth, deserves a medal of the highest honor. So for what it is worth, consider each and every one of you at TRU recipients of the "Johnson Purple Heart", and if Dad were able, he would coronate each of you with it individually. Mere words truly cannot express how thankful we are for TRU Hospice.

With the warmest regards possible,

The Johnson Family



It's a privilege to offer comfort and support to our community. Each week, TRU Community Care receives notes and letters from patients and families.

Image courtesy of Victor Habbick at FreeDigitalPhotos.net



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

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- Indigent Care for the uninsured - \$233,000, a rolling 3-year average
- TRU Hospice Care Center, our licensed, inpatient unit, the only facility of its type in our service area - \$169,000
- Community Education on end-of-life issues - \$14,000
- TRU Hospice Chaplains to offer memorial services to families in need - \$4,000.

Your gifts are so important to TRU and assure all who come to us receive the support they need. Your donations create a safety net of services, which we provide to patients and families as the original community-based hospice in our service area. Whether you make a gift of cash, appreciated stock, or other securities, we are grateful to have the necessary financial support enabling TRU to continue to serve. If you are in a position to consider a bequest to TRU, once your family and other obligations are met, we welcome the chance to invite you into our Legacy Circle. Legacy Circle donors are a group of families who have determined that *What TRUly Matters* to them is the longevity and sustainability of TRU's legacy – care and compassion.

Join our donor community and help us ensure that *What TRUly Matters* to you – quality of life and dignity in care will be honored when the time is right.

Gratefully,

Darla Schueth, President & CEO



TRU HIKE FOR HOSPICE



Enjoy our family friendly hike at Eldorado Canyon State Park and support TRU Community Care Grief Services

You probably already know from your own experience that getting outdoors and into our majestic mountains is great for the body and mind. TRU's Grief Services have found that hiking helps those who have experienced a loss to heal and feel nurtured, with supportive companions in the gentle peace of our foothills.

Now you can support TRU Community Care Grief Services when you join our first ever family friendly Hike For Hospice, Thursday July 16th from 4-7 pm. Choose from guided and self-directed hikes for all ages and abilities at Eldorado Canyon State Park, with your park pass included, and help us raise awareness and funds for our incredible Grief Services Program. More information is on our website, trucare.org.

Thank you to our TRU Hike for Hospice Supporters: The Camera, Boulder CPA Group, Justin's Nut Butter, and Pulitzer Promotions.

SAVE THE DATE

Mark your calendars for another unforgettable roaring good time at PIZZAZ! 2015

TRU Community Care's tradition of combining fun and fundraising is PIZZAZ! Our TRU Speakeasy returns this year, better than ever! If you joined us last year, you know we had a blast...this year, we're in the same location, and with a larger space where we will enhance our speakeasy, and offer food and drinks throughout the evening. Also we will provide online registration for you and your guests to ease entry to the event.

Mark your calendar: **Friday, September 18th, 6:00 – 10:00 pm** at the Marriott Westminster, (104th/Church Ranch & Hwy. 36). Join us for this exciting event that will take you back to the roaring '20s. Enjoy delectable foods and wines, silent and live auctions with fabulous prizes, a speakeasy hideaway, a themed photo booth, and much more including sharing inspirational stories of our work with patients and families.

When you support PIZZAZ! 2015 you're supporting our community. That's because the funds raised are used for TRU's mission to help everyone at the end of life find comfort, peace, and dignity—regardless of ability to pay. That means we raise \$1 million every year to bridge the gap between reimbursements and the actual cost of our care. Won't you help us to sustain the important services TRU Hospice provides in an exhilarating and celebratory way? Call us for more information—Abigail Smith at 303.604.5389 or abigailsmith@trucare.org.



TRU MONTHLY GIVING

Make a monthly gift of any amount and maximize your impact on our community

When you support TRU, you're supporting vital services for everyone in our community—hospice and palliative care, and grief support for anyone who needs it. Contributions from individuals like you help us bridge the gap between insurance and Medicare/Medicaid reimbursements and the actual cost of our care.

Maximize your impact by making a recurring monthly gift of any amount—knowing we can count on your support helps us ensure our patients and families have the support they need. We'll charge your account on the 20th each month in the amount that's right for you. You can change or cancel at any time, and you can be sure your contribution has the greatest impact possible, TRUly sustaining these indispensable services. To become a TRU Sustaining Donor, contact the Philanthropic Services department at 303.604.5389 or abigailsmith@trucare.org.

It is one of the most beautiful compensations of this life that no man can sincerely try to help another without helping himself.

- Emerson



formerly HospiceCare of Boulder & Broomfield Counties
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Hospice | Supportive Services

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VOLUNTEER VOICE

About a year ago, when Donna Heltzell was online looking for work, a TRU Community Care volunteer opportunity "popped up" in one of her job searches, and she was led to contribute.

At first, Donna created spreadsheets, comparing nursing records with Medicare requirements and identifying gaps. Then, TRU Staff would track down and include the necessary items in the patient's record, to facilitate Medicare payments.

Donna's role later expanded to support TRU's recovery of 2012 denied payments, as a result of changes made by Medicare to charting requirements that year. This effort involves several steps, parties and requests for reconsideration. Ultimately, the file may be submitted to a Judge Advocate for resolution.

Based on her significant professional experience in the medical field, Donna is ideally suited to prepare a file for Judge Advocate review. She first looks at what was rejected by Medicare and, subsequently, a third party private company. "Sometimes, the necessary information is already in the record, and sometimes I research from ninety pages to three hundred. Then, I document everything that upholds the request for payment. I like it when I can find what's needed. TRU provides a valuable service, patients receive quality care, and the organization gets paid."

Donna enjoys using her specialized knowledge on behalf of TRU. "You become a volunteer, and there is immediate acceptance. Staff is so enthusiastic and appreciative. There are a lot of needs to be met, and I feel like I'm helping."

Go to www.trucare.org/careers-volunteers/volunteer-overview/ for information about volunteering with TRU Community Care.



Donna Heltzell

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Staff is so enthusiastic
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