

A Report to Our Community



2013



Trusted
Responsive
Unparalleled

formerly HospiceCare of Boulder & Broomfield Counties

COMMUNITYCARE

Hospice | Supportive Services

Our Mission:

We work to ensure that everyone in our community can live with advanced illness as comfortably, confidently, and fully as possible.

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Dear Friends,

The year 2013 was one of change for many, and we were no exception. Most noticeably, we changed our name to TRU Community Care. Our new name was a response to the community's needs, as we expanded our programs and service area to meet growing demands. TRU Community Care is an umbrella for a continuum of services we provide to ensure everyone in our community can live with advanced illness as comfortably, confidently, and fully as possible.



In this time of change, our commitment to hospice remains a constant. TRU Hospice admitted 1,597 patients and families into our service and provided 75,814 days of care in 2013. We also touched the lives of 288 terminally ill patients and families in our Palliative Home Health program, a service for those still pursuing curative treatments who are not quite ready for hospice. And, to assist people in establishing goals and making decisions about care choices, we conducted 337 pre-hospice consults through our TRU Physician Palliative Consult Program.

Along with these positive changes, the Affordable Care Act (ACA) is forcing some changes that aren't so welcome. Those revisions include declining reimbursements, increasing costs, and sequestration (Federal budget cuts). The result? The gap between the actual cost of care and reimbursements from Medicare and private insurance companies is growing rapidly.

One thing I promise you that won't change is TRU's commitment to provide top caliber care to everyone who needs our services. That's why we need the continued help of our devoted supporters now more than ever. While we've reduced expenses to meet the demands of shrinking reimbursements, we refuse to compromise on quality. Your generous donations are crucial in helping us to continue providing our expert care.

Together, we can ease the burden on those with advanced illness and their families. Together, we can ensure no one who needs our services is ever turned away, due to inability to pay. Together, we can help everyone in our community live every day to the fullest. Thanks to our generous friends, we can work together to make sure those TRU facts never change!

With gratitude,

Darla Schueth, RN, MBA
President/CEO

David Hamm
Chair, Board of Directors

They're more than numbers to us:

During 2013, we served 1,597 patients and families who were living with a terminal illness or coping with an advanced disease, offering our expert medical, emotional, and spiritual care and support.

- 1309 hospice-only program
- 288 palliative home health care and social work counseling
- 428 stayed at the TRU Care Center at some point during treatment
- 56% received care for 30 days or less — many of their families told us they wish they had contacted TRU Hospice earlier in the disease trajectory
- 96% of caregivers said they would recommend TRU Community Care to others

Grief Support

2,184 TRU Hospice family members received up to 13 months of individual or family grief counseling.

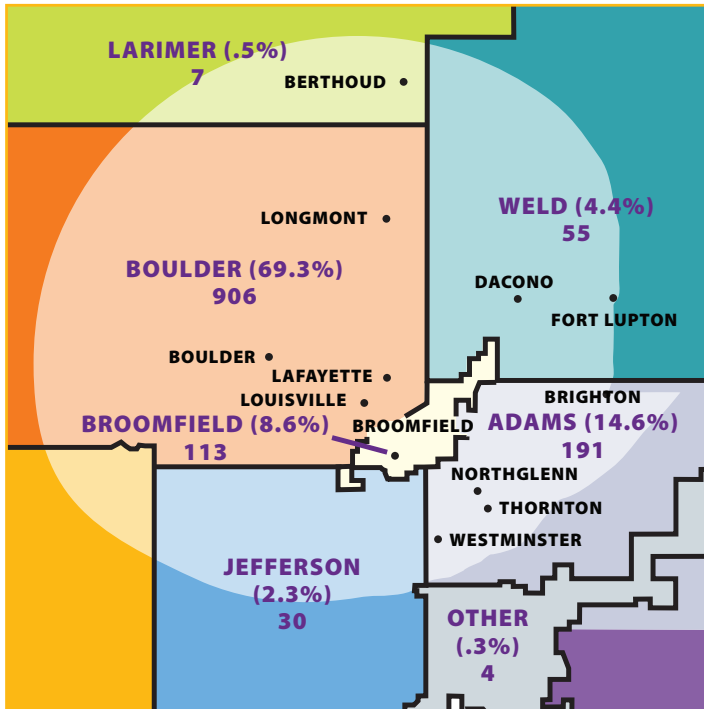
- 362 adults participated in TRU Hospice's support groups
- 44 children and teens participated in Healing Circles groups

"Thank you for all of your care and compassion and dedicating your life's work to easing the passage for those at the end of their lives. I will be forever grateful to you for being present for my mother as she crossed that slim divide. Thank you from the bottom of my heart."

- Quote from a family member



Where Our Care is Provided



TRUly Devoted Volunteers

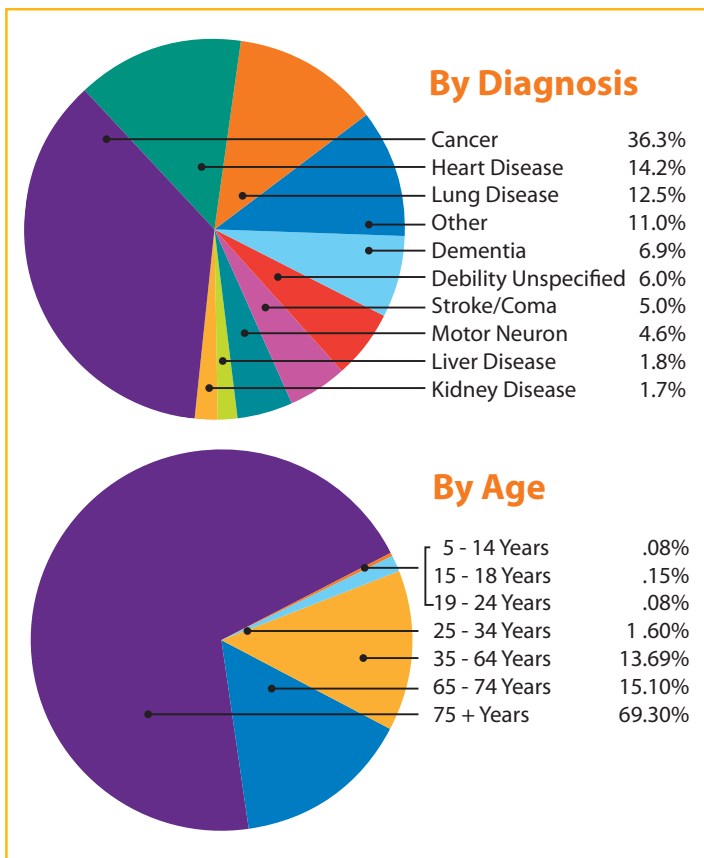
In 2013, 372 volunteers dedicated 26,401 hours to care for patients and their families. Our TRU volunteers walked alongside those who are grieving, assisted with administrative tasks, and staffed the TRU Hospice Thrift Shop. These services were valued at \$584,537 and equaled 13 full-time positions.

Last year, we were pleased to welcome 114 new volunteers who were ready to donate their time and talents to our cause.

As part of our 11th Hour Program, 25 highly trained volunteers provided a sense of comfort and a compassionate presence to 64 patients who were imminently dying and would have otherwise died alone.



People We Care For



"It's an honor to share that space (at the Care Center). I recognize that death can be wonderful, if you're prepared. It can be such a graceful experience. I'm not scared of death – it's a necessary and important part of life."

Carol Rieder volunteers at the TRU Hospice Care Center. She pays attention to what she has to offer and, after several near-death experiences of her own, has changed the way she lives.

Community Education

- 3,962 children, teens, and adults participated in educational community presentations at schools, faith communities, businesses, nursing facilities, and hospitals.
- TRU speakers spent 195 hours giving presentations
- As part of TRU's series on KGNU, "Dying Isn't Just About the Body," three live radio shows were presented (audience reach 40,000)

New in 2013

A TRU Success – As our community's needs have grown, we've responded —expanding our programs and service area. HospiceCare of Boulder and Broomfield Counties no longer fully described our organization. So, now, as TRU Community Care, we offer our unmatched hospice and other top quality services to more people with advanced disease, in more areas than ever before.



Case for Support –The gap between the actual cost of care and reimbursements from Medicare and private insurance companies is growing rapidly. This gap is due to declining reimbursements, increasing costs, and sequestration (Federal budget cuts). TRU needs your help! We are reducing expenses but we will never compromise the quality of our care. Your generosity in supporting TRU financially is more important now than ever! A gift to TRU is one of the best investments you'll make all year. The care and support our staff offers to families to be together and treasure each moment of life is priceless. What is it worth to you to ensure that TRU is here for the next family in need?

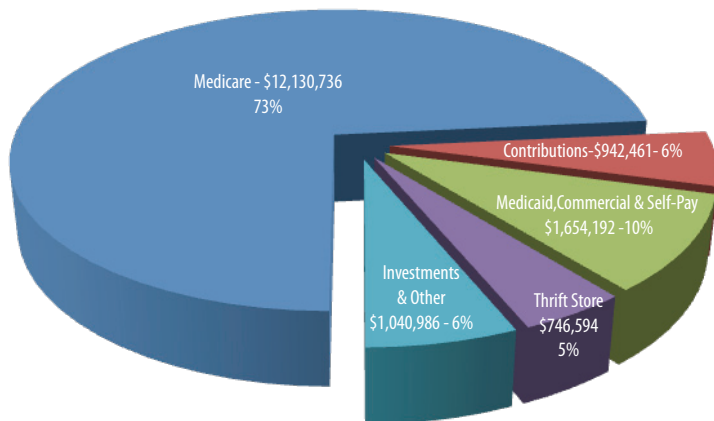
A TRU Legacy

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. Marcia Schirmer learned about TRU first hand when her mother, Neta, needed our services. Marcia is now a valued member of our Legacy Circle.

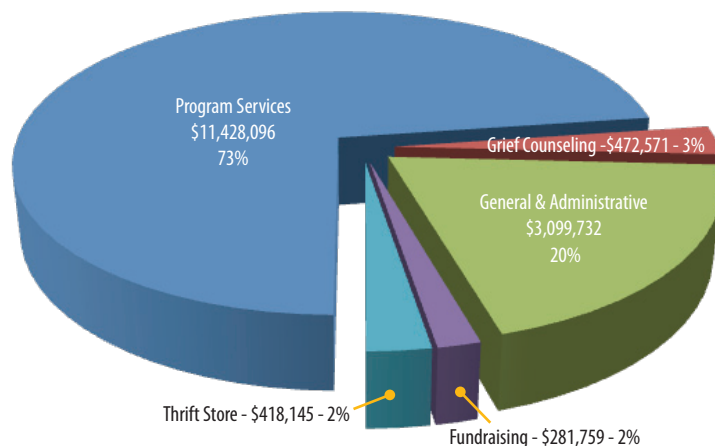
"TRU allowed Neta time to complete the legacy she was leaving to her family," Marcia says. "She had the freedom to gracefully navigate her journey and choreograph the way she wanted to say goodbye. I hope that Legacy Circle makes it possible for everyone who needs TRU's services to receive them."

2013 Financial Summary

2013 Total Revenues – \$16,514,969



2013 Total Expenses – \$15,700,303



Services and Supplies Purchased for Patients	2013 Actual	2012 Actual
Medications	\$933,374	\$1,258,171
Durable Medical Equipment & Oxygen	\$732,782	\$1,000,101
Patient Medical Supplies	\$181,070	\$ 208,734
Inpatient & Outpatient Services	\$241,139	\$ 254,055
Therapies	\$ 3,280	\$ 3,510
Diagnostic Tests	\$ 15,319	\$ 15,969
Blood Transfusions	\$ 1,303	--
Ambulance	\$101,371	\$ 92,595
Total services purchased for patients	\$2,209,638	\$2,833,135

Indigent Care	\$206,199	\$426,232
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2012 2,239 days (2.3% of days)

2013 939 days (1.2% of days)



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 2013, we gave back to the communities we serve by:

• Offering grief support, resources, remembrance services, presentations, and consultations—free of charge	\$ 472,571
• Officiating at memorial services	\$ 3,795
• Covering the expenses of uninsured patients	\$ 206,199
• Training volunteers to serve in the community and mentoring students who are preparing for careers in caring professions	\$ 77,880
• Providing free Community Education	\$ 14,625



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 staff, board, volunteers, patients, and families, you have our TRU appreciation. For a complete listing of all of our many generous friends, please visit *Make a Gift* at TruCare.org.



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COMMUNITYCARE

Hospice | Supportive Services

24 hours a day/7 days a week

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