



## 2009 Snapshot: HospiceCare's Annual Report

### OUR MISSION

We provide compassionate  
end-of-life care, guide  
and comfort the grieving  
and educate our community.

## Vision & Values

With a vision of “serving an enlightened community that embraces death and loss as integral parts of the cycle of life,” several non-negotiable values remain central to all that we do:

- Excellence in end-of-life care
- Superior customer care
- Care for all regardless of ability to pay
- Compassionate, highly-skilled staff and volunteers
- Leadership with integrity
- Innovation in serving community needs



Dear friends:

After 33 years of serving our community, we continue to be humbled by the privilege of walking alongside those who are facing terminal illnesses or grieving the loss of someone close to them. Letters like the one we received from the Fobes family (excerpted below) serve as poignant reminders of the tremendous impact of this important work. Throughout this report, you'll read comments from families who've been impacted by HospiceCare this year. We hope you will be encouraged by them because you, our community, make it possible.

During 2009, we received donations from individuals, businesses, and foundations that totaled \$1,498,679 and benefited from the contributions of generous volunteers who invested 26,964 hours to assist with patient care, administrative tasks, and the HospiceCare & Share Thrift Shop. We appreciate every gift that is entrusted to us and are committed to managing our resources well to make the most of them. As our healthcare system evolves over time, you can count on us to continue responding to community needs with expertise, innovation and flexibility to ensure that the highest quality end-of-life care, grief support, and education are always available to everyone who requests them in the communities we serve.

*Darla Schueth*

Darla Schueth, RN, MBA  
President & CEO

Everyone who came through our door or answered a phone call was the epitome of compassion. HospiceCare is a most amazing organization, doing holy work.

— THE CHILDREN OF BOB AND MARY FOBES

## Expanding Options to Meet Community Needs

Our expert care and support is individually tailored to the unique preferences of people of all ages, with any diagnosis, regardless of ability to pay. Over time we have gradually expanded our continuum of care, enabling patients to benefit from expert pain and symptom relief earlier in the disease trajectory and from disease-specific regimens that maximize quality of life and minimize hospitalization. Current options include:

The care and concern for Jan was above any expectation I could have. The only thing that could have been of more help would have been a miracle.

— FAMILY MEMBER

- **HOSPICE HOME CARE** — Individualized medical, emotional and spiritual care and support for patients with a prognosis of 6 months, wherever they reside.
- **CARDIAC PROGRAM** — In 2008, a local cardiologist helped us develop specialized care for patients with severe cardiac disease that is one of only a few available nationwide.
- **CHRONIC OBSTRUCTIVE PULMONARY PROGRAM (COPD)** — In 2009, we introduced specialized care for patients with end-stage COPD.
- **HOSPICECARE PLUS** — One-on-one professional nursing care in patients' homes as needed to manage acute medical symptoms in crisis situations.
- **HOSPICECARE CENTER** — Short-term, around-the-clock, hospice intensive inpatient care and symptom management for patients with complex medical needs in a comfortable, home-like environment.
- **PALLIATIVE HOME HEALTH** — Patients with advanced illness who are pursuing curative, life-prolonging treatments benefit greatly from effective pain and symptom management and support in end-of-life decision-making.

In 2009, we served 1,387 patients and families with an average daily census of 236. 458 of these patients utilized the HospiceCare Center at some point in their stay.

The diagnosis mix of patients was 37% cancer, 12% lung disease, 16% heart disease, 4% neurological disease, 5% dementia, 9% debility unspecified, and 17% other diseases, such as liver disease, cardiovascular diseases, and kidney diseases.

Dave was first in palliative care for several months and the team was excellent. We cannot say enough wonderful things about his treatment from both teams. HospiceCare was more than what anyone could hope for.

— FAMILY MEMBER



HospiceCare Center in Louisville, Colorado

## Palliative Physician Practice

HospiceCare's board certified hospice and palliative care physicians are available to advise on symptom management and complex palliative care issues and assist attending physicians as they address terminally ill patients' goals for care.

In 2009, our physicians made 201 palliative care visits.

Your kind assurance and confident response in relation to making a consult happen in near immediate turnaround makes all the difference. We're proud to have you as colleagues. Thank you so much for the thorough professionalism you all bring to patient advocacy.

— JULIE CONNAGHAN, MA, LPC,  
CHAIR, PALLIATIVE CARE, BOULDER COMMUNITY HOSPITAL



## Access to Care

We continually strive to improve access to end-of-life care and grief support with conscious efforts to recognize and address barriers that may exist. Initiatives to improve access in 2009 included:

- Hosting two advance care workshops presented in Spanish that were organized by HospiceCare's Latino Advisory Committee.
- Translating new Patient Care Guides into Spanish.
- Updating our list of staff and volunteer interpreters and renewing our subscription to Language Line services for occasions when an interpreter isn't available.
- Tailoring one of our 8-week grief support groups to fit the needs of the Jewish community.
- Adding grief groups during the year, in multiple locations, at various times of day to accommodate everyone who wanted to participate.
- Increasing geographic access by expanding our presence in Adams County and beyond.
- Introducing a 5-part series of community presentations to encourage family conversations about end-of-life preferences and planning.

## 2009 Quality Results

Based on nationally benchmarked family surveys

- 99% of families said they would recommend HospiceCare to others
- 96% report the right amount of pain medication for their loved ones
- 94% received the right amount of help with patient's breathing problems
- 98% received the right amount of religious/spiritual contact
- 97% received the right amount of emotional support prior to the death

The HospiceCare staff are really attentive to patients' needs.

They instantly made Mom comfortable and pain free.

— FAMILY MEMBER

## Guiding and Comforting the Grieving

Anyone in the community can participate in HospiceCare's 14 grief support groups, including drop-in, structured, loss-specific, age-specific, and grief-specific gatherings. In addition, HospiceCare family members receive up to 13 months of individual or family grief counseling.

In 2009, 415 adults participated in 275 support group meetings offered free of charge as a benefit to our community.

I needed the support that HospiceCare gave me. I am an only child and I felt very lonely watching my dad fade. The HospiceCare staff came to the aid of both my dad and me. We both needed support, and HospiceCare was there when we needed it.

— FAMILY MEMBER

## Meeting the Unique Needs of Children and Teens

For children, teens, and their families, HospiceCare offers Healing Circles, Healing with Horses, and school-based support groups that are thoughtfully designed to provide safe, empowering environments to help participants integrate grief into their lives at their own pace. Our experienced master's level therapists and highly trained volunteers also offer guidance for families anticipating a death; and consultations, presentations, trainings and debriefings for school personnel and others who work with youth.

In 2009, 112 children, teens, and adults participated in 68 age-appropriate Healing Circles group meetings.



Many who have suffered a loss walk away angry at the world, and then just alienate others throughout their lives because of their anger and fear of future loss. The grief counselors at HospiceCare of Boulder and Broomfield Counties have been invaluable in leading all four of us on our journey of acceptance, love and hope for the future. Thank you for all you have done and continue to do for me personally, and for my children.

— WITH DEEP GRATITUDE, NANCY MULLIGAN



## *Educating our Community*

Engaging presenters and counselors with extensive training and experience are available to speak or provide support in schools, medical and care facilities, faith communities, businesses, and other organizations.

In 2009, 3,508 individuals from our community attended enriching, educational HospiceCare presentations on a variety of subjects related to dying, death, loss and grief.

Who would think she could deliver all that great information  
and also have a sense of humor that kept the group smiling?

— ADRIENNE, PARTICIPANT OF HOSPICECARE'S HALF-DAY  
ADVANCE CARE PLANNING WORKSHOP IN NOVEMBER

## *Volunteers*

Volunteers offer valuable assistance and therapies that would otherwise be cost prohibitive.

During 2009, 355 volunteers contributed 26,964 hours to lend valuable administrative assistance, offer excellent customer service at the HospiceCare & Share Thrift Shop, and assist in giving our patients and families the best emotional, spiritual, and practical support available. This resulted in \$546,007 cost savings to HospiceCare.

Being a volunteer with HospiceCare has provided me with purpose.

— TOM CIMINO



## Financials

### 2009 REVENUES

|                                 |      |
|---------------------------------|------|
| Medicare                        | 69%  |
| Medicaid                        | 2%   |
| Private Insurance               | 11%  |
| Self-Pay                        | 1%   |
| Community Support               | 13%  |
| HospiceCare & Share Thrift Shop | 3.5% |
| Grants                          | 0.3% |
| General Donations               | 2.7% |
| Memorial Gifts                  | 1.5% |
| Events                          | 2.6% |
| Bequests                        | 2.7% |
| Investments                     | 4%   |

### 2009 EXPENSES

|                  |     |
|------------------|-----|
| Program Expenses | 76% |
| Administration   | 21% |
| Fundraising      | 3%  |

### EXAMPLES OF SERVICES & SUPPLIES PURCHASED FOR PATIENTS

|                                      |           |
|--------------------------------------|-----------|
| Medications                          | \$825,744 |
| Durable Medical Equipment and Oxygen | \$625,917 |
| Patient Medical Supplies             | \$168,519 |
| Therapy                              | \$ 4,513  |
| Diagnostic Tests                     | \$ 6,998  |
| Blood Transfusions                   | \$ 488    |
| Ambulance                            | \$ 82,219 |

|   |             |
|---|-------------|
| Total Cost of Services Purchased for Patients | \$1,714,398 |
|---|-------------|

|                                    |              |
|------------------------------------|--------------|
| 2009 Total Income:                 | \$15,719,621 |
| 2009 End-of-Year Total Net Assets: | \$9,370,079  |

## Community Benefits

As experts with extensive experience in end-of-life issues, we are committed to sharing our knowledge and resources with individuals and organizations that need our help. With your faithful support in 2009, HospiceCare reached into the communities we serve to:

- Offer grief support, informational resources, remembrance services, presentations, and consultations free of charge \$ 50,205
- Officiate at memorial services \$ 4,500
- Cover the expenses of uninsured patients \$220,000
- Train volunteers to serve in the community and mentor students who are preparing for careers in caring professions \$ 40,000

We just wanted to thank you from the bottom of our hearts for doing such a wonderful memorial service for our mom. It meant so much to us and was clear to us that you not only cared for her, but you also cared about her.

— GWENIE'S FAMILY



HospiceCare is a 501(c)(3) nonprofit organization that is licensed by the state of Colorado, certified by Medicare and Medicaid, and accredited for home health by the Community Health Accreditation Program (CHAP). In 2008, HospiceCare received Boulder County Business Report's Healthcare Heroes Community Service award for leadership in focusing on a particular healthcare issue.

## 2009 BOARD OF DIRECTORS

### Officers:

Barry Gafner, *President*  
Deborah M. Kelly, *Vice President*  
Jim D. Skrine, *Secretary*  
David Gehant, *Treasurer*

### Directors:

|                    |                |
|--------------------|----------------|
| Mary Cowen         | Amanda Howe    |
| Cindy Carrillo     | Lin Loftus     |
| Frank C. Chrisbens | Ed McDowell    |
| Peter Ewing, MD    | Dean Obenauer  |
| Robert Fisher, MD  | Gigi Reynolds  |
| Scott Gresser      | Darla Schueth  |
| Linda Henry        | B. Scot Smith  |
| Rebecca Herman     | Jeff Stiffler  |
| Michael Hindman    | Euvaldo Valdez |

## 2009 EXECUTIVE STAFF

Darla Schueth, RN, MBA, *President & CEO*  
Mary Chokran, BA, *Director of Development and Communications*  
Kathy Coyne, *Director of Major Gifts and Planned Giving*  
Fay Ellis, RN, BSN, MPA, *Director of Performance Improvement and Compliance*  
Dr. Michele Ferguson, MD, *Medical Director*  
Brian Hoag, MBA, *Director of Finance and Administration*  
Pat Mehnert, RN, MN, *Senior Director of Clinical Services*  
Sheila Powell, MPA, *Senior Director of Community Relations*  
Jacqueline Stipe, SPHR, *Director of Human Resources*



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In Longmont: 2130 Mountain View Avenue, Suite 201, Longmont, CO 80501  
In Louisville: 1855 Plaza Drive, Louisville, CO 80027  
In Boulder: 1585 Patton Drive, Boulder, CO 80303

**303.449.7740**

24 hours a day, 7 days a week

[www.hospicecareonline.org](http://www.hospicecareonline.org)