

# *Journey with TRU Community Care*



*2018 Annual Report*



**COMMUNITYCARE**

PACE | Palliative Care | Hospice | Supportive Services

*founded as Boulder Hospice in 1976*



Dear Friends,

Thank you for your interest in TRU Community Care, offering support and services to our community through TRU PACE, TRU Hospice, TRU Palliative Care, and TRU Grief Support Services. We hope that you find helpful information about our organization in the following pages as we share stories, statistics, and more about our programs and operations.

In 2018, we experienced tremendous growth which brought positive changes to the way healthcare is delivered by TRU Community Care. We embarked on new projects, served the community, and worked to adjust to an ever-changing healthcare landscape.

We are constantly striving to better meet our patients' needs in the most efficient and affordable way possible. TRU continues to invest in new technology to better serve our patients. We received funding in 2018 from the NextFifty Foundation for a tele-consult study that recently began in collaboration with mHealth Impact Lab at the University of Colorado Anschutz. The final study results will be shared with Centers for Medicare and Medicaid Services (CMS) and National Hospice and Palliative Care Organization (NHPCO) in an effort to influence the ability of hospices to use the tele-consult model to complete face-to-face visits.

The tele-consult study builds on previous investments in our Access Service Center (ASC); which was made possible through grant support from the Leo Hill Charitable Trust, and a telemonitoring study that focused on PACE participants and was funded through a grant from the Colorado Healthcare Foundation. These are just a few of the ways we are focusing on technological advancements as we continue to develop and fine-tune a fully functioning Telemedicine Center.

Looking toward the future, we seek to build on our more than 40 years of service by providing exceptional hospice care, palliative care, and grief support services. Additionally, we aim to expand our PACE program and increase our community education and outreach. Together, we will work in partnership with TRU's donors and grantors, allowing us to accept all patients regardless of their ability to pay for our care. These ongoing relationships with TRU's funding partners allow us to further develop programs and technology that are responsive to the needs of the community.

Thank you for joining us in reflecting on 2018 and for standing with us as we look ahead toward a bright future.

Marty Coffin Evans  
Board Co-Chair

Jim Williams  
Board Co-Chair

Michael McHale  
President and CEO

## MISSION

Affirming life at every step of your journey with illness and loss



## VISION

We are leading a healthcare transformation by engaging with our communities and offering innovative, meaningful care for those living with illness and loss



## VALUES

- **Courage** – leading despite uncertainty
- **Accountability** – accepting responsibility and working to exceed expectations
- **Relationship** – succeeding together with integrity
- **Engagement** – always putting forth our best



## TRU COMMITMENTS

- **Commitment to Quality:** We embrace a culture of high reliability and impeccable customer service supporting ongoing quality improvement and operational excellence through appropriate education, training, utilization of tools, and best practice.
- **Commitment to People:** We strive to be the employer of choice in our community by fostering an environment of professional development, shared governance, and living the mission to the fullest for every employee and volunteer.
- **Commitment to Growth:** We seek to increase access to Hospice Care, Palliative Care, PACE, and Grief Support Services for those in our communities who need our services by strengthening existing, and developing new, partnerships to achieve our mission.
- **Committed to Financial Stewardship:** We operate a financially strong and trusted organization that carries out its mission and accomplishes strategic priorities through fiscal responsibility and increased philanthropy in service to our community.
- **Committed to Transformation:** We desire to become thought leaders and partners of innovation in developing new care delivery models across the care continuum that achieves clinical excellence, outstanding value, and exceptional experience.

# Who We Are



TRU Community Care is a Colorado-licensed, Medicare and Medicaid-certified, 501(c)(3) nonprofit health care organization serving Boulder, Broomfield, Adams, Jefferson, Weld Counties, and beyond. With a focus on providing a continuum of care for members of our community, TRU Community Care programs include hospice home care, inpatient hospice care, home-based palliative care, community-based palliative care, and grief support services. Our programs are supported by the generous funding of various community partners, donors, corporate sponsors, TRU Hospice Thrift Shop, and volunteers.

## OUR HISTORY

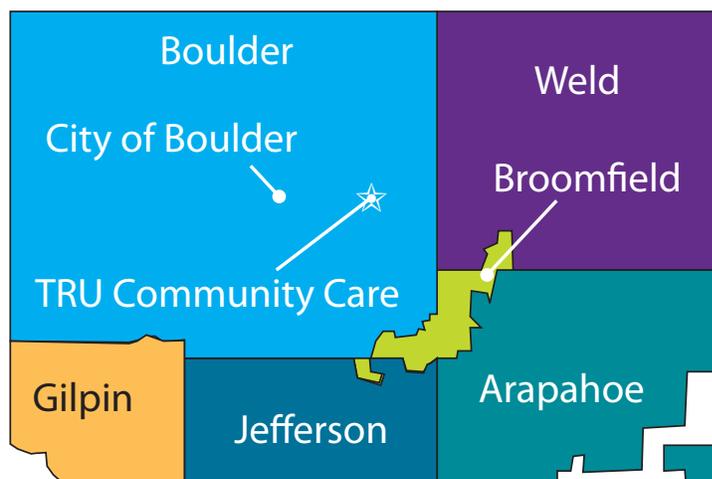
- **1976:** Founded as Boulder Hospice, Inc.—the first hospice in Colorado
- **1977:** Fifteen patients cared for in the first year
- **1995:** Name changed to Hospice of Boulder County
- **1999:** First Inpatient Care Center opened on Balfour campus
- **2003:** Name changed to HospiceCare of Boulder and Broomfield Counties
- **2005:** Thrift Shop and first Grief & Education Center opened in Boulder
- **2006:** Formed partnership with Bumbuli Lutheran Hospital Hospice and Palliative Care in Tanzania
- **2007:** Introduced Palliative Home Health program
- **2013:** Name changed to TRU Community Care to reflect our expanded programs and growing service area
- **2014:** Consolidated with Hospice of Northern Colorado to better provide services to our communities
- **2016:** Celebrated 40th anniversary
- **2017:** Began serving participants through TRU PACE (Program of All-Inclusive Care for the Elderly)
- **2018:** Expanded TRU PACE and TRU Palliative Care programs

Total TRU Community Care Patients/Participants Served = 1,659

## PROGRAMS

- TRU PACE (Program of All-inclusive Care for the Elderly)
- TRU Palliative Care
- TRU Hospice Care
- TRU Grief Support Services

## SERVICE AREA MAP



# Mission Moments



*Heidi, One of TRU's All-Star Therapy Dogs*

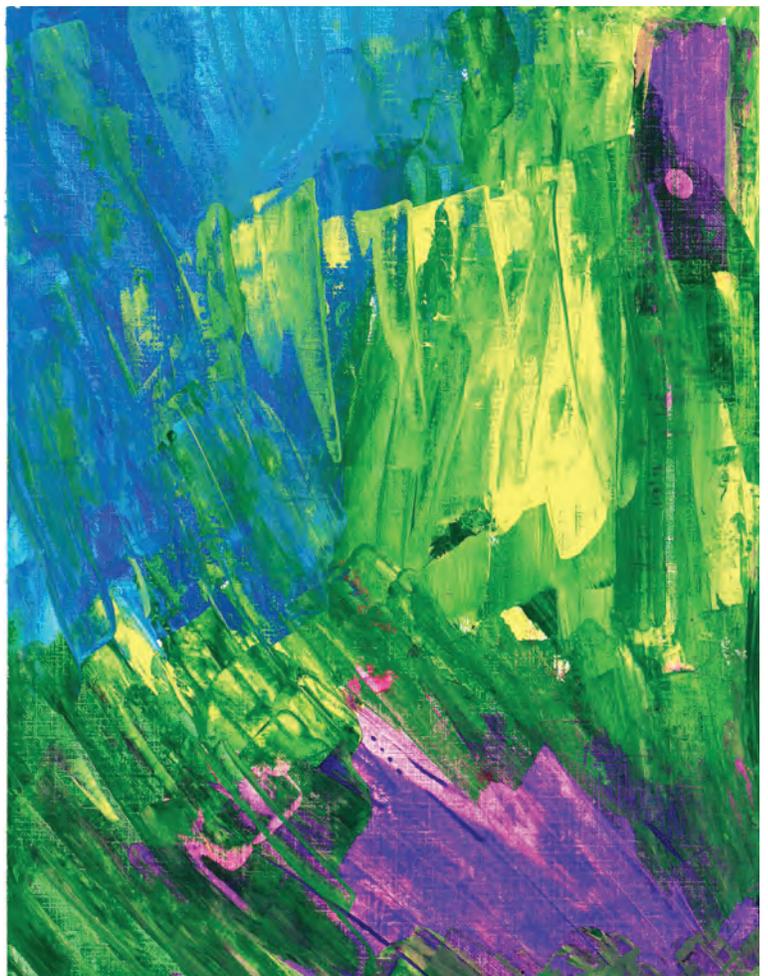
## ART GALLERY FEATURES TRU PACE'S PARTICIPANT ARTWORK

TRU PACE uses art both as therapy and a form of self expression by offering and contracting with the therapeutic program, Purple Art, in Boulder. This is a very important program for TRU Community Care and one that would not be possible without the generous support of TRU's donors.



## A DAY IN THE LIFE OF ONE OF TRU'S STAR VOLUNTEERS: HEIDI, THE THERAPY DOG

TRU Community Care has provided pet therapy services to patients since 2010, and Heidi has been one of their star volunteers for several years. The first day on the job, Beth Risdon, Heidi's human companion, knew that TRU Community Care was going to be a good fit for Heidi. "She walked into a patient's room and immediately knew what to do," says Beth. The patient had breast cancer and asked if Heidi could join her on the bed. Beth checked with the caretaking team and they gave the okay. With that, Heidi jumped up and plopped her head down right on the patient's chest—where she knew her cancer lived. The patient looked up at Beth and said with a smile, "She knows." And that she does.



*Displayed Artwork by One of TRU PACE's Participants*

# Mission Moments



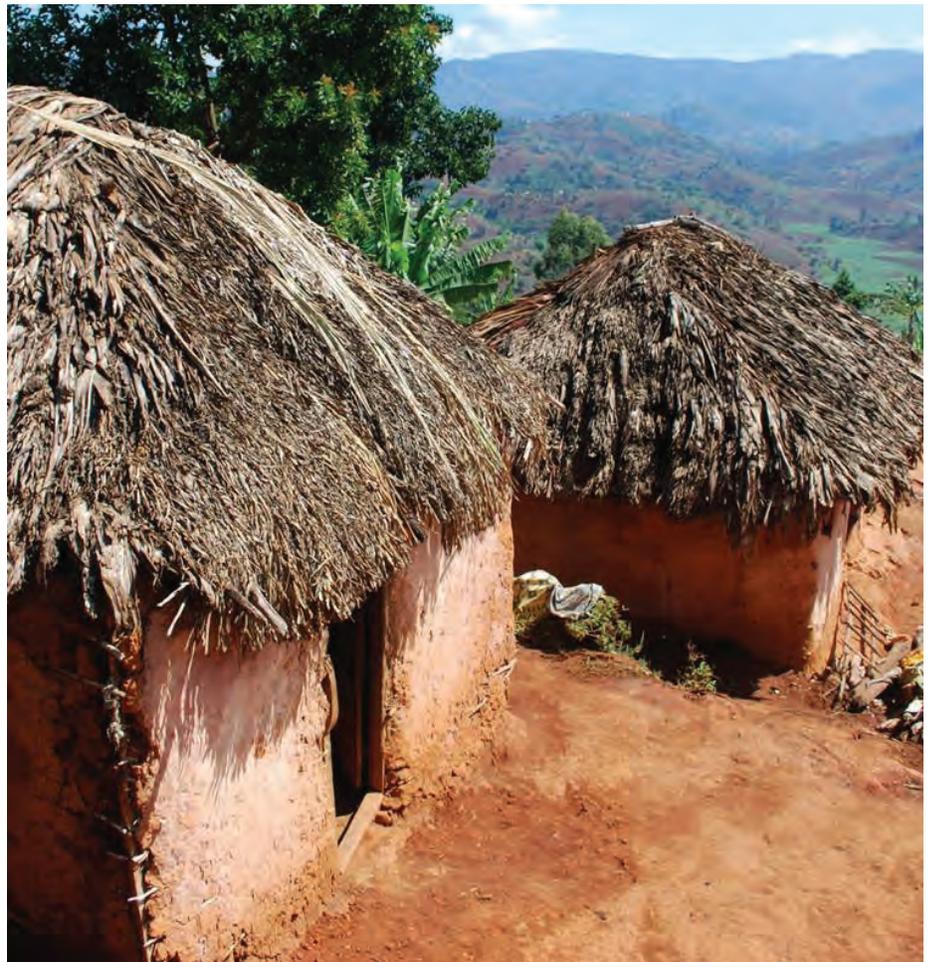
*The Boselli Family with TRU's Director of Grief Services, Raegan Gyorffy*

## FOUR SIBLINGS AND 2,400 HOURS OF VOLUNTEER WORK

Some of TRU Community Care's longest standing volunteers are a family of four siblings. When Steve Boselli first started volunteering for a hospice organization, it was during the AIDS epidemic in the late 1980s and early 1990s in downtown Denver. Little did he know this would turn into over 1,300 hours of volunteer work with TRU Community Care for himself and an additional 1,200 hours of volunteering for three of his twelve siblings.

## BUMBULI: A STORY OF HOPE IN TANZANIA

In 2006 TRU formed a partnership with Bumbuli Hospice in Tanzania for the purpose of mutual learning and support. Over the years, we've learned as much from our friends in Bumbuli as they've learned from us. Since our partnership began, TRU has helped to support Bumbuli Hospice with donations totaling over \$100,000.



*Typical Housing Found in Bumbuli, Tanzania*

# TRU PACE *Program of All-Inclusive Care for the Elderly*

## A FULLY INTEGRATED CARE MODEL

PACE, unlike most areas of health care, views every individual under a holistic lens. PACE understands that the human experience is comprised of each person's physical, emotional, spiritual and social well-being. The PACE model is a social model emphasizing the importance of socialization to combat isolation and depression among the elderly. At the core of this model is the Interdisciplinary Team (IDT) who delivers fully integrated care. These IDT members consist of 12 different disciplines who assess and treat our Participants in every aspect of their care needs.

## INTERDISCIPLINARY TEAM MEMBERS (IDT)

- Transportation Coordinator
- Primary Care Physician
- Social Worker
- Physical Therapist
- Occupational Therapist
- Registered Nurse
- Recreational Therapist
- Dietician
- Home Care Coordinator
- Day Room Supervisor
- PACE Center Director
- Mental Health Coordinator

## COORDINATING COMPLEX GERIATRIC CARE IN PACE WORKS

According to published peer-reviewed literature, participants of PACE programs:

- live longer
- have improved quality of life
- utilize less expensive health care services

PACE participants overall had fewer emergency room visits, hospital admissions, and days spent in the hospital.

## HEALTH AND QUALITY OF LIFE IMPROVE MORTALITY RATES

PACE participants have a greater life expectancy after enrollment compared to other, lower-risk groups.

PACE participants reported better self-rated health status, better preventive care, fewer unmet needs, less pain, less likelihood of depression, and better management of health care. PACE participants also reported high satisfaction with their quality of life and the quality of care they received.



## EVERYONE HAS A FUNDAMENTAL NEED FOR CONNECTION AND BELONGING

The TRU PACE Day Center, located in Lafayette, CO, is the central hub of all activities. Programming is designed to combat social isolation, create community, and provide a safe space for participants. Each day, PACE participants are engaged in meaningful recreational activities such as yoga, art, dance, games, and more. This year we were privileged to celebrate our first Centenarian's birthday. We rolled out the red carpet as she arrived in the VIA Mobility van. The entire community at the PACE Day Center was thrilled to be able to celebrate this incredible milestone.

Participants Enrolled in 2018 = 93  
Participants Served in 2018 = 139

# TRU Palliative Care

**TRU PALLIATIVE CARE (TPC)** is a program with specialty trained palliative care providers who support the patient, caregivers, and the primary physician to optimize quality of life. TRU's collaborative approach manages physical, emotional, social, and spiritual needs. TPC is a shared effort to maximize health and minimize symptoms and can be provided alongside curative or life-prolonging care. TRU provides patients and families with the education, support, and guidance needed to establish goals for care and to make informed choices throughout the course of the illness. TPC is for patients experiencing symptoms that interfere with their ability to live their life and patients who could benefit from advance care planning and goals of care conversations. Care can be provided by a Medical Doctor/Nurse Practitioner, Social Worker, Chaplain, Registered Nurse, and Volunteers. TRU launched TPC in December of 2018.

**TRU KAISER SUPPORTIVE CARE (KSC)** is a Kaiser Permanente member benefit program that offers guidance and assistance so that patients with a serious illness are comfortable and confident in their care. It helps to clarify goals and choices of treatment, symptom management, and advance care planning.

**TRU KAISER SPECIAL SERVICES (KSS)** is a Kaiser Permanente member program benefit that provides consultative and supportive exploration and problem-solving focused on issues related to advanced serious illness. Care is provided primarily by an SW. RN services are used to assist with patient and family education on disease progression and illness management.



TRU Kaiser Palliative Care Patients Served = 272  
TRU Physician Palliative Consults = 172  
TRU Palliative Care Patients Served = 48

# TRU Hospice Care

## HOSPICE HOME CARE

TRU Hospice Care is available for patients with advanced illness for whom curative treatment is no longer being pursued. TRU Hospice offers exceptional medical, emotional, and spiritual care wherever the patient resides - at home, in an assisted living or skilled nursing community - or at our inpatient hospice facility, the TRU Hospice Care Center, in Longmont, CO. Our interdisciplinary teams are available 24 hours a day, 7 days a week, and work closely with the patient, family, and primary physicians to provide compassionate support that is tailored to the patient's needs and preferences.

TRU Total Hospice Patients Served = 1,028  
Average Length of Stay on TRU Hospice (in days) = 62



## TRU HOSPICE CARE CENTER

The TRU Hospice Care Center is an inpatient unit offering short-term, intensive care for patients with complex medical needs at Longmont United Hospital. For compassionate care when it's needed most, it's the next best place to home. The Care Center focuses on around-the-clock nursing care, state-of-the-art pain management, emotional and spiritual support, personalized volunteer attention to symptoms requiring active interventions, complex wound management, and short-term respite care.

TRU Hospice Patients Served at Care Center = 316  
TRU Inpatient Care Center Patient Days = 1,644

# TRU Grief Support Services



## ADULT GROUPS

Lafayette Grief Support Group  
Bereaved Parents Support Group  
First Year Spouse/Partner Grief Support Group  
Spouse/Partner Loss Grief Support Group  
Widowed Senior Grief Support Group  
Hiking Group  
Newly Bereaved Support Program  
Eight Week Bereavement Support Program

## CHILDREN AND TEEN GROUPS

Healing with Horses  
Family Group

64% Support Group Participants Did Not Go Through Our Hospice Program

Adult Grief Support Group Participants: 913

Children and Teens Grief Support Group Participants: 107

Bereavement Calls: 3,252

Grief Service Mailings: 11,763

Individual Counseling Visits: 747

Dear TRU Community Care,

I was fortunate to be a member of the TRU Newly Bereaved Group in November 2018.

The group was life changing for me as I began to deal with the death of my spouse of 39 years.

The group was enlightening, transformative and humbling. The newly bereaved members openly shared their stories of grief and their lost loved ones, each story unique, yet with common threads that enabled us all to grow and move forward on our life-long grief journeys.

The group leaders were outstanding. They continually provided a safe and supportive space for us to explore our grief journeys, while also encouraging us to grow and explore challenging feelings, individually and collectively. I am so grateful to all of the leaders.

At this time, I continue to explore my grief with an individual counselor. It is comforting to know there are additional TRU groups for people at all stages of grief. After some additional individual work, I may join another TRU group.

I am so grateful for the invaluable resources that you and your TRU colleagues provide to the community through hospice, grief counseling, and so many other ways.

Best wishes,

Tom

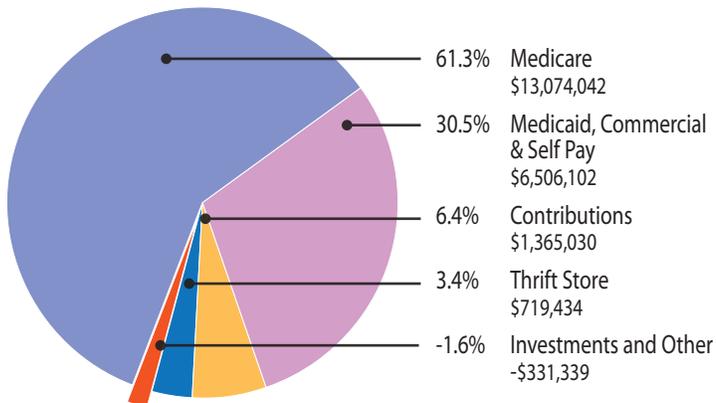


Carolyn and Tom O'Brian in Juneau, Alaska, July 2014.  
Last significant trip together before Carolyn was diagnosed with lymphoma in December 2014.

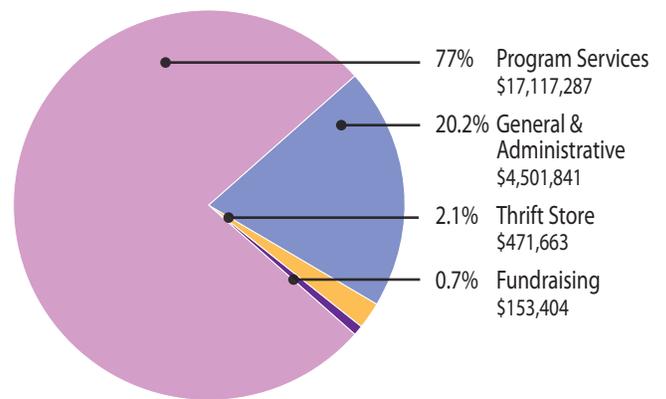
# 2018 Financial Summary

## TRU COMMUNITY CARE

**Total Revenues \$21,333,269**



**Total Expenses \$22,244,195**



### SERVICES & SUPPLIES PURCHASED FOR PATIENTS

	2018	2017
Medications	\$ 1,150,935	\$ 696,160
Durable Medical Equipment & Oxygen	\$ 627,419	\$ 571,141
Patient Medical Supplies	\$ 185,758	\$ 150,925
Inpatient & Outpatient Services	\$ 3,000,444	\$ 799,567
Therapies	\$ 401,242	\$ 97,377
Diagnostic Tests	\$ 107,788	\$ 15,474
Ambulance	\$ 462,146	\$ 175,173

### TOTAL SERVICES & SUPPLIES FOR PATIENTS

\$5,935,732

\$2,505,817

### GIVING BACK TO OUR COMMUNITY

	2018	2017
Unreimbursed Care	\$ 73,739	\$ 30,830
Unreimbursed Grief Support	\$ 393,986	\$ 385,220

# TRU Heroes



## OUR VETERANS HAVE BRAVELY SERVED US. IT IS TRU'S PRIVILEGE TO NOW SERVE THEM.

Veterans with life-limiting illnesses face unique issues that can exacerbate physical and emotional symptoms at an already difficult time. In response to these challenges, TRU Community Care offers TRU Heroes, a special end-of-life care program that's based on the principles of comfort, choice, dignity, and respect and tailored to the specific needs of Veterans and their families.

## THROUGH TRU HEROES, VETERANS AND THEIR FAMILIES ARE ASSURED:

- An expert, compassionate team of physicians, nurses, nursing assistants, chaplains, social workers, and counselors – who understand the medical issues related to various branches and eras of military service, make house calls, and are accessible 24 hours a day, 7 days a week

- Assistance in identifying and securing military benefits and community resources that are available to veterans and their surviving dependents
- Experienced counselors who are committed to providing support appropriate to veterans and their families
- Special recognition, including a commemorative certificate to recognize each veteran's contributions
- Extra assistance and complementary therapies offered by highly trained volunteers, including veterans who often share common experiences

As a We Honor Veterans (WHV) Partner, TRU is better able to recognize the unique needs of America's Veterans and their families and can accompany and guide Veterans through their life stories to a more peaceful ending. In an effort to better serve our Veteran population and elevate our WHV participation, we established the We Honor Veterans committee in 2018. We added a dedicated section during training for all new patient care staff to better inform them of Veterans' specific needs at death, and we perform Veteran pinnings with our volunteers and families – which include a military-specific branch certificate and flag.



WE HONOR VETERANS

# TRU Events in 2018



## PACE ONE YEAR ANNIVERSARY CELEBRATION

TRU PACE celebrated one year of service in April of 2018. We marked the occasion with an event at the PACE Day Center and enjoyed the company of many employees, partners, vendors, and supporters - some of whom had been helping to envision PACE for several years.

**CARE CENTER DEDICATION** TRU had the opportunity to dedicate our Care Center at Longmont United Hospital in May of 2018 with several of our founders, donors, partners, staff members, and friends in the audience. Attendees participated in a dedication ceremony, toured the unit, and shared their own TRU stories.



**BUTTERFLY RELEASE AND MEMORIAL** In partnership with Hospice of Northern Colorado, TRU participated in this special occasion in June of 2018 where community members released butterflies in remembrance of their loved ones and reconnected with TRU team members who had served them.

**PEACHES FOR HOSPICE** Also in partnership with Hospice of Northern Colorado, TRU hosted a Palisade peach sale in August of 2018. The "Perfect Peaches" Community Peach Sale will take place this year in Lafayette, culminating with a peach pick-up on August 10, 2019 at TRU PACE. Allow your annual Palisade peach purchase to support a good cause!



**TRU CARES FUNDRAISING LUNCHEON** The 1st Annual TRU Cares Fundraising Luncheon was held in November of 2018 at Academy Senior Living to commemorate National Hospice, Palliative Care, and Family Caregivers Month. It was a special afternoon spent celebrating the work of TRU and remembering lost loved ones. The 2nd Annual Luncheon will be held on November 7, 2019, again at Academy Senior Living.

## LIGHTS OF LIFE HOLIDAY REMEMBRANCE

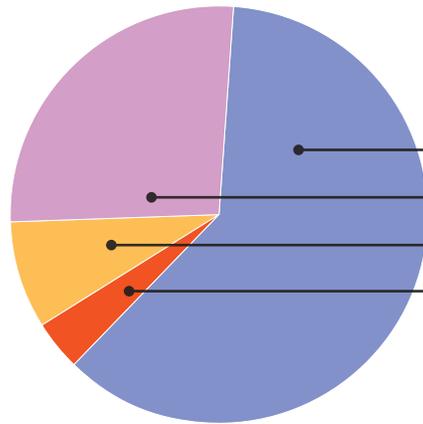
Community members and those touched by hospice came together in December of 2018 at Unity Columbine Church to celebrate and remember loved ones during the holiday season. Lights of Life will be held again on December 8, 2019 at Unity Columbine Church.



# Volunteers and Thrift Shop

## VOLUNTEERS

Volunteers are an essential part of the TRU Community Care team. Every year more than 300 volunteers assist in giving our patients and families the best emotional, spiritual, and practical support available.



## VOLUNTEER HOURS WORKED

Thrift Shop Hours: 20,874 (61.3%)  
Patient Care Hours: 9,077 (26.7%)  
Clinical Support Hours: 1,291 (3.8%)  
Admin. Support/ Board/ Misc.: 2,806 (8.2%)

**Total Volunteer Hours = 34,048**



- Total # TRU Volunteers = 310
- Total # TRU Volunteer Hours = 34,048
- Value of TRU Volunteer Time = \$911,822
- FTE Equivalent for Volunteer Hours = 16
- Pet Companion Hours = 353
- Comfort Touch/ Massage Hours = 1,040
- TRU Support Group Volunteer Hours = 1,365
- # 11th Hour Program Trained Volunteers = 37
- # 11th Hour Program Hours = 124
- % Patients Touched by Volunteer = 50%
- Volunteer Hours as % of Clinical Staff Hours: 16.4% (minimum of 5% match required)



# Volunteers and Thrift Shop

## TRU THRIFT SHOP: A COMMUNITY WITHIN A COMMUNITY

**Infectious Joy** – Those are the two words that people frequently use to describe the atmosphere at TRU Thrift and the volunteers who work there. And it has the ability to impact anyone who steps foot into the store.

**Upcycle Life** – Whether seeking a deal or revelling in vintage treasures, TRU Thrift is a great way to find one-of-a-kind clothing, furniture, electronics, jewelry, sporting equipment, accessories, and more.

Your purchase at TRU Thrift Shop ensures every person living with advanced illness has access to end-of-life care including palliative and hospice care and grief services.

## TRU THRIFT'S VOLUNTEER COMMUNITY

Running a thrift store is no easy feat. Our volunteers enjoy an engaged community, organize and display items, and help to price new donations. We offer volunteer opportunities for all individuals, families, sororities, fraternities, churches, synagogues, community organizations, and corporate groups.

# Thrift Shop Volunteers = 145

# Thrift Shop Volunteer Hours = 20,874

## GIVING ROOM

Not only are we a store, but we are also a community. The TRU Thrift Shop supports and partners with Boulder Community's non-profits to ensure resources get into the hands of those most in need. TRU Thrift's Giving Room donates items to over 40 other non-profits. Some of our partners include:

- A Book in Hand
- Boulder Shelter for the Homeless
- Boulder Permanent Housing Project
- Boulder Valley Humane Society
- Emergency Family Assistance (EFAA)
- Operation Paperback



For more information on TRU Thrift Shop, please visit [www.trucare.org/TRUThrift](http://www.trucare.org/TRUThrift)



## ABOUT TRU COMMUNITY CARE

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## TRU EDUCATION AND OUTREACH

We are committed to partnering with community organizations to provide expert support and education regarding end-of-life issues. We offer a wide range of topics and can customize offerings based on needs and interests. Our presenters and counselors with extensive training and experience speak and offer support in schools, healthcare facilities, and community organizations. Whether you're looking for information on a specific topic, need workplace support for a difficult loss, or want us to tailor a presentation to your organization's unique needs, contact [education@trucare.org](mailto:education@trucare.org) so we can help.



### COMMUNITYCARE

PACE | Palliative Care | Hospice | Supportive Services

*founded as Boulder Hospice in 1976*

**TRU Community Care  
Administrative Office**  
2594 Trailridge Drive East  
Lafayette, CO 80026

**TRU Hospice Care Center**  
1950 Mountain View Ave.  
4th Floor South  
Longmont, CO 80501

**TRU Thrift Shop**  
5565 Arapahoe Ave.  
Boulder, CO 80303

**TRU PACE**  
2953 Park Lane  
Lafayette, CO 80026

**TRU Grief Services**  
2953 Park Lane  
Lafayette, CO 80026