

2017 ANNUAL REPORT



COMPASSIONATE CARE
WHEN IT'S NEEDED MOST



a nonprofit organization

COMMUNITYCARE

Hospice | Supportive Services | PACE

founded as Boulder County 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 Hospice of Northern Colorado, 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 2017, we experienced a shift in leadership which brought positive changes to the way healthcare is delivered by TRU. We embarked on new projects, served our community, and worked to adjust to an ever-changing healthcare landscape.

We opened our doors to TRU PACE (Program of All-inclusive Care for the Elderly) in March. We had 53 patients enrolled in 2017 and, as I write this in 2018, are serving more than 90 patients and continue to grow!

TRU continues to invest in new technology to better serve our patients. We raised money in 2017 to build a state-of-the-art Access Service Center (ASC) - a call center that reflects TRU's commitment to find new ways to meet the time-sensitive needs of our patients, families, and referral partners. The ASC is just the beginning of our technological advancements as we seek to develop a fully functioning Telemedicine Center.

Looking toward the future, we seek to build on the exceptional hospice care, palliative care, grief services, and community education that TRU has provided for more than 40 years. Together, we will work to garner support so that we continue to accept all patients, regardless of ability to pay, and engage in programming and technology that are responsive to the needs of our community.

Thank you for joining us in reflecting on 2017 and for standing with us as we look ahead toward a bright future.

With gratitude,

Marty Coffin Evans
Board Co-Chair

Jim Williams
Board Co-Chair

Michael McHale
President and CEO



MISSION

At TRU Community Care we work to ensure that everyone in our community can live with advanced illness as comfortably, confidently, and fully as possible.

VISION

We serve an enlightened community that embraces death and loss as integral parts of the cycle of life.



VALUES

- Excellence in care
- Superior customer service
- Service to all regardless of ability to pay
- Compassionate, highly skilled staff + volunteers
- Leadership with integrity
- Innovation in serving community needs

MILESTONES

- **1976:** Founded as Boulder Hospice, Inc., the first hospice in Colorado
- **1999:** Opened our first Inpatient Care Center
- **2013:** Changed our name to TRU Community Care to reflect expanded programs and growing service area
- **2014:** Consolidated with Hospice of Northern Colorado to better provide services to our communities
- **2017:** Opened TRU PACE and TRU Grief Services Center in Lafayette



WHAT WE DO

TRU Community Care is a Colorado-licensed, Medicare and Medicaid-certified, 501(c)(3) nonprofit health care organization serving Boulder, Broomfield, Adams, Jefferson, and Weld Counties and beyond. With a focus on providing a continuum of care for members of our community, TRU's primary programs are TRU PACE, TRU Palliative Care, TRU Hospice, and TRU Grief Support Services. TRU Community Care programs include hospice home care, inpatient hospice care, home-based palliative care, community-based palliative care, grief support services, the TRU Hospice Thrift Shop, a robust volunteer program, our partnership with Bumbuli Hospice in Tanzania, and community education and outreach. Additionally, we have TRU Hospice of Northern Colorado, our legacy hospice program serving all of Weld and parts of Larimer County.

TRU HOSPICE CARE

TRU Hospice Care is available for patients with advanced illness for whom 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 Hospice Patients Served: 1,046
HNC Hospice Patients Served: 408



TRU HOSPICE CARE CENTER

The TRU Hospice Care Center is an inpatient unit offering short-term, intensive care for patients with complex medical needs. 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, symptoms requiring active interventions, complex wound management, and short-term respite care.

TRU Inpatient Care Center patients served: 331
HNC Inpatient Care Center patients served: 275

REFLECTIONS FROM A TRU HOSPICE NURSE

TRU Community Care offers both in-home and inpatient hospice care, and in many cases the home is within a community living facility. One of our patients, whom we'll call Molly, lived at Imagine! Homes, which offers community living for mentally and physically handicapped people. Molly lived at Imagine for 20 years and was one of the founding residents.

Though she was severely disabled and unable to express herself with words, she was still able to create wonderful relationships. Imagine! was Molly's home and the staff and residents were her friends and family who loved her dearly. Home was her little room with pictures, posters, and crafts hanging on the wall. Home was her Broncos blanket and stuffed animals.

The only biological family she had was an elderly brother who, because of distance and his own health issues, was unable to be involved. The guardian who was appointed to oversee her care asked for comfort care when it was obvious that her condition would not improve. The goal was to keep her at home so she could die comfortably.

TRU Hospice was involved for a number of months, but the final two weeks were the most challenging. She had symptoms that were difficult to care for, especially since Imagine! is not a skilled nursing facility. We were concerned about being able to manage her symptoms there. TRU and Imagine's staff discussed moving her to the TRU Hospice Care Center, but decided that it

would be too difficult to expose her to a new environment, even briefly.

Between the Imagine! staff and the extended TRU team, we were able to accommodate her needs and keep her at home. Support staff were utilized broadly, including early grief support. Some of Imagine!'s staff had never experienced a death. We provided extensive end-of-life education, including looking at developmental needs for people with mental disabilities. We helped their staff create a way for the other residents to say goodbye to Molly. Ultimately, the staff was as prepared as they could be for Molly's passing, and, she was able to die peacefully at home.



TRU PACE

(Program of All-Inclusive Care for the Elderly)

WE BELIEVE THAT COORDINATING COMPLEX GERIATRIC CARE IN PACE WORKS.

TRU PACE coordinates and provides all needed preventive, primary, acute, and long-term care services so that older individuals can continue living safely in their community. TRU PACE is an innovative model that enables individuals who are 55 years old or older and certified by the state to need nursing-home-level care to live as independently as possible. According to published peer-reviewed literature, **participants of PACE programs**

- Live longer
- Experience improved quality of life
- Spend fewer days in the hospital

HEALTH AND QUALITY OF LIFE

PACE participants have lower mortality rates compared to similar groups (Weiland, et. al., 2010) and mortality rates are lower than non-enrolled community-living elders: **19.9%** vs. 24.9% (Meret-Hanke, 2011).

PACE participants have a greater life expectancy after enrollment compared to other, lower-risk groups (Weiland, et al., 2010). PACE participants survived, on average, **4.2** years versus 2.3 years for those living in nursing homes.

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 (U.S. Department of Health and Human Services, 2009 Report to Congress).

COSTS AND UTILIZATION

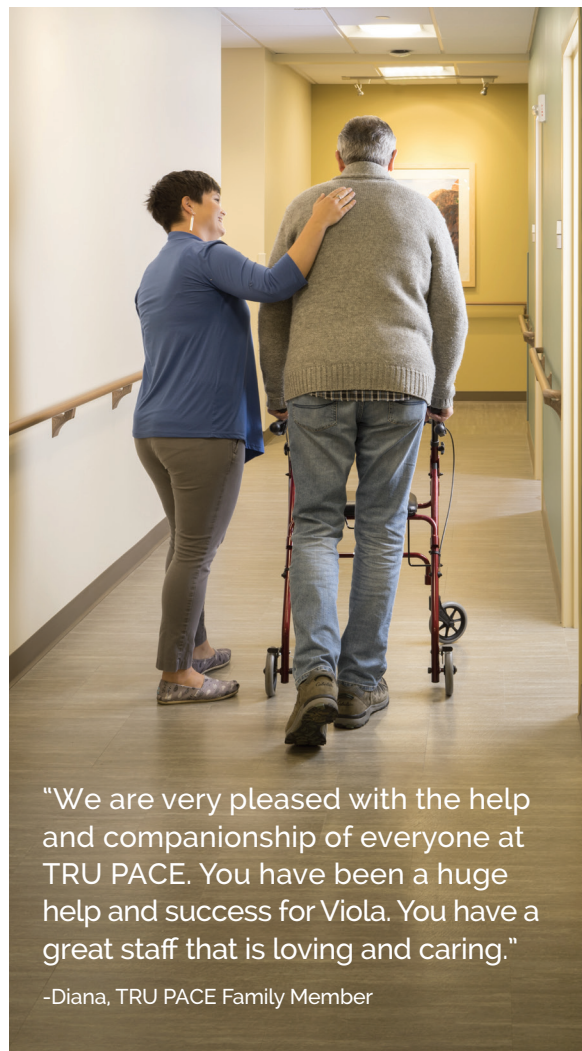
PACE participants overall had fewer emergency room visits, preventable and other hospital admissions and days spent in the hospital (Meret-Hanke, 2011; Segelman, et. al., 2014; Fretwell, et. al., 2015)

PACE participants have a 24% lower rate of hospitalization vs. dual-eligible nursing home patients and a **43%** lower rate vs. patients on the Home and Community Based Services program (Segelman, et. al., 2014)

PACE participants' hospital stays averaged 4.1 days compared to 6.48 days for non-enrolled PACE-eligible patients (Mitchell, Polivka, and Wang, 2008)

Per capita PACE costs have been shown to be 28% lower than comparable fee-for-service costs (Weiland, et al., 2013)

Number of PACE participants enrolled in 2017: 53



"We are very pleased with the help and companionship of everyone at TRU PACE. You have been a huge help and success for Viola. You have a great staff that is loving and caring."

-Diana, TRU PACE Family Member



TRU PALLIATIVE CARE

TRU's Community-Based Palliative Care allows those facing the challenges of a serious illness to continue to pursue disease-modifying treatments and simultaneously receive the benefits of our expert pain and symptom management. In addition, it provides patients and families with the education, support, and guidance needed to establish goals of care and make informed choices throughout the course of the illness.

TRU's Home-Based Palliative Care is offered exclusively in partnership with Kaiser's Special Services (KSS) Program. TRU's physicians, nurse practitioners, and social workers provide interdisciplinary care including end-of-life planning and guidance, psycho-social and emotional counseling, pain and symptom management, personal care, and spiritual support.

TRU Home Based Palliative Care
patients served: 300

TRU Physician Palliative consults: 150

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 so we can help.



TRU GRIEF SERVICES

TRU Grief Services includes extensive resources for people of all ages and stages in the grief process and is available to everyone in the community. In addition to a wide variety of age and loss-specific support groups, families whose loved one received TRU's services have the additional benefit of 13-months of one-on-one or family grief counseling.

ADULT GRIEF SUPPORT GROUPS

Lafayette Grief Support Group: Group support for anyone who is grieving the death of a loved one

Bereaved Parents Support Group: Support meeting with program and sharing for bereaved parents

First Year Spouse/Partner Grief Support Group: For spouses or partners whose loved one's death has occurred within the past 12 months

Spouse/Partner Loss Grief Support Group: For anyone who has experienced the death of a spouse or partner

Widowed Senior Grief Support Group: For senior men and women who have experienced the death of a spouse or partner

Hiking Group: Support, exercise and a safe place for quiet reflection for anyone who is grieving the death of a loved one

Newly Bereaved Support Program: Support, information and networking for persons with a recent death loss. The group is recommended for people who are between 1- 4 months out from the loss.

Eight Week Bereavement Support Program: For anyone who is grieving the death of a loved one. The group is recommended for people who are at least 6 months out from the loss.

CHILDREN AND TEEN GRIEF SUPPORT GROUPS

Teen Grief Group: This group provides peer support for teens who are grieving the death of a loved one. Participants discover they are not alone and learn how to talk about their experiences while hanging out, creating art, playing games, or listening to music with their peers.

Healing with Horses: This group is offered for ages 6-18. We combine equine-assisted activities with peer support to share stories, memories and have fun.

Family Group: A place for kids to come together for peer support, remembering special people who have died and exploring grief through art, play and games. At the same time, parents and caregivers meet together to receive support and education about coping with grief as a family.



"People commonly enter grief counseling or support groups with the idea that something is broken and needs to be fixed. While the feelings that can arise with grief can be quite painful and the experience disorienting, grief itself, in the company of trusted companions, can be the essential healing process. It is this healing process that we are fortunate enough to witness in the counseling sessions and the community support groups here at TRU."

-Richard, TRU Grief Services Counselor

TRU VOLUNTEER PROGRAM

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.

- Total # TRU Volunteers: **382**
- Total # TRU Volunteer Hours: **29,656**
- \$ Value of TRU Volunteer time: **\$668,754**
- FTE Equivalent for volunteer hours: **14**
- Pet companion hours: **189**
- Comfort touch hours (massage, acupuncture): **539**
- HNC # Volunteers: **29**
- HNC # Volunteer Hours: **830**

TRU HOSPICE THRIFT SHOP

Reducing Family Burden: It is incredibly difficult, both physically and emotionally, for a family to part with belongings after a loved one has died. The TRU Hospice Thrift Shop is able to accept a variety of items and can pick them up directly, reducing some of the burden faced by a grieving family. The family can also feel good about helping to support future hospice patients and families.

We Come to You: We accept donations at the Thrift Shop Tuesday through Sunday and, when necessary, we can pick up donations directly from your home. Call 303.604.5353 to schedule a pick-up for the larger treasures you might not be able to bring in yourself.

Giving Room: We've made it one of our goals to keep items out of the landfill, and we join with local nonprofit partners to ensure that our resources get into the hands of those who are most in need and often without hope. We utilize our Giving Room to collect items for our dozens of nonprofit partners caring for individuals in our community. Whether it is helping Boulder Shelter for the Homeless furnish 23 new one-room apartments or saving socks for a volunteer to distribute to the local homeless population, we aim to serve.

Thrift Shop volunteers: 168
Thrift Shop volunteer hours: 18,275



A FEW OF OUR GIVING ROOM PARTNER ORGANIZATIONS

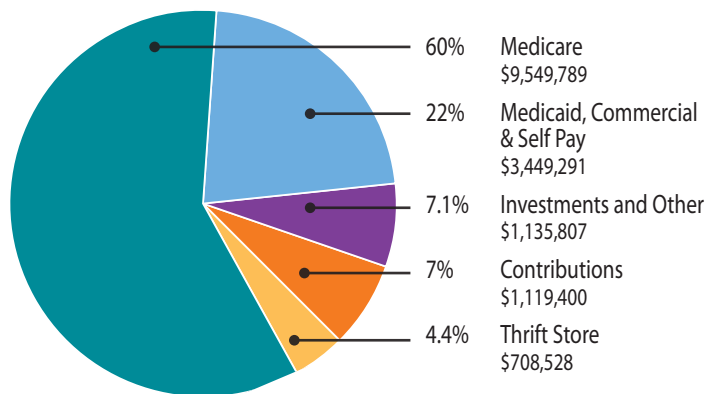
- Boulder Shelter for the Homeless
- Boulder Permanent Housing Project
- Boulder Valley Humane Society
- Eco-Cycle
- Greenwood Wildlife Rehab Center
- Safe Shelter of St.Vrain
- Sister Carmen

2017

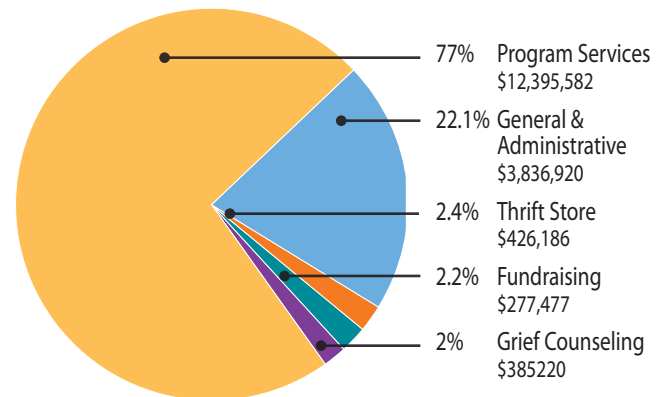
FINANCIAL SUMMARY

TRU Community Care

Total Revenues \$15,962,816



Total Expenses \$17,321,384



SERVICES & SUPPLIES PURCHASED FOR PATIENTS	2017	2016
Medications	\$ 696,160	\$ \$652,983
Durable Medical Equipment & Oxygen	\$ 571,141	\$ 585,148
Patient Medical Supplies	\$ 150,925	\$ 139,792
Inpatient & Outpatient Services	\$ 799,567	\$ 299,243
Therapies	\$ 97,377	\$ 7,697
Diagnostic Tests	\$ 15,474	\$ 19,893
Ambulance	\$ 175,173	\$ 91,255
TOTAL SERVICES & SUPPLIES FOR PATIENTS	\$2,505,817	\$1,796,011

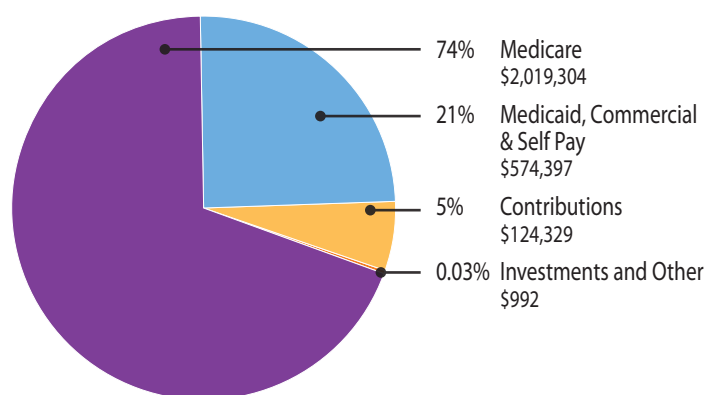
GIVING BACK TO OUR COMMUNITY	2017	2016
Unreimbursed Charity Care	\$ 30,830	\$ 68,566
Unreimbursed Grief Support	\$ 385,220	\$ 402,840

2017

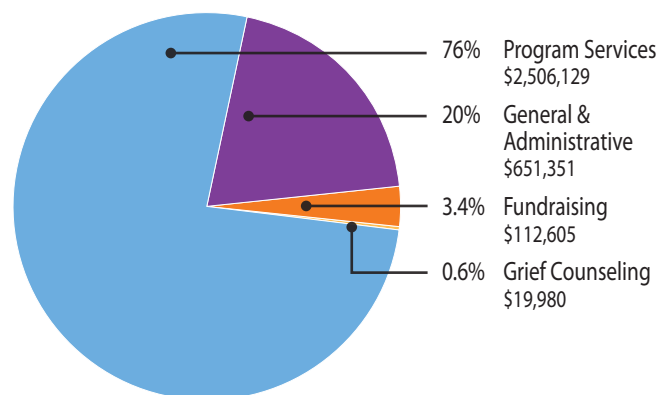
FINANCIAL SUMMARY

TRU Hospice of Northern Colorado

Total Revenues \$2,719,022



Total Expenses \$3,290,065



SERVICES & SUPPLIES PURCHASED FOR PATIENTS	2017	2016
Medications	\$134,478	\$159,993
Durable Medical Equipment & Oxygen	\$101,924	\$104,064
Patient Medical Supplies	\$ 32,844	\$ 49,966
Inpatient & Outpatient Services	\$ 161,700	\$ 83,599
Therapies	\$ 0	\$ 9,159
Diagnostic Tests	\$ 1,079	\$ 7,453
Ambulance	\$ 38,573	\$ 38,858
TOTAL SERVICES & SUPPLIES FOR PATIENTS	\$470,563	\$453,092

GIVING BACK TO OUR COMMUNITY	2017	2016
Unreimbursed Charity Care	\$ 19,980	\$ 77,692
Unreimbursed Grief Support	\$ 42,543	\$ 27,764

TRU EVENTS IN 2017

TRU Colors Art Sale: TRU Hospice Thrift Shop collaborated with Mary Williams Art Gallery in June to hold an opening night reception and selection on limited-edition prints and original works of art.

Butterfly Release and Memorial: The 18th annual event was a special occasion in June where community members released butterflies in remembrance of their loved ones and reconnected with TRU team members who served them.



Legacy Luncheon: This July gathering celebrated the generosity of TRU supporters who have made a long-standing commitment to our organization with a planned gift.

Peaches for Hospice: TRU Hospice of Northern Colorado held their annual Palisade Peaches fundraiser in August, an event many have come to look forward to all year.

Transcending the Norm Symposium: TRU hosted keynote speaker Dr. Timothy Ihrig for a two-day event in October where attendees learned from experts in palliative and hospice medicine about the future of health care and what we can do to provide the best outcomes for patients, particularly the elderly.

Seasons of Life: This October event honors and recognized family members of TRU hospice patients who we've recently lost and for whom we've received generous tributes in their memory

Tree of Memories: Community members and those touched by hospice joined us in December to celebrate and remember loved ones by honoring them with notes on our tree along with a commemorative ornament.

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 \$85,000.

The sooner you call, the more TRU can help – 303.604.5272 or visit trucare.org.



a nonprofit organization

COMMUNITYCARE

Hospice | Supportive Services | PACE

founded as Boulder County Hospice in 1976

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

TRU Hospice Care Center
1950 Mountain View Avenue
4th Floor South
Longmont, CO 80501

TRU Hospice Thrift Shop
5565 Arapahoe Avenue
Boulder, CO 80303

**TRU Hospice of
Northern Colorado**
2726 West 11th Street Road
Greeley, CO 80634

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