

*TRU Community Care affirms life at every step of your journey with illness and loss.*



## Remote Patient Care with TRU Tele-Care

In light of COVID-19 and the events of recent weeks, there's never been a greater need for remote patient care delivered via telehealth solutions. Earlier this year, TRU announced a partnership with Vivify, the developer of the nation's leading connected care platform for holistic patient care and engagement, to implement Vivify's remote patient monitoring (RPM) and telehealth solutions as the foundational technology of its new TRU Tele-Care program.

TRU Tele-Care enables remote, real-time data exchange between TRU Community Care and the patients and families it serves. The program enhances TRU's ability to proactively manage a patient's disease progression over time while making it easier for patients and families living with complex and chronic illness to communicate with TRU and take advantage of our clinical expertise and educational materials. This allows patients to remain safely and comfortably in their homes while receiving the care they require.

TRU provides hospice and palliative care patients with Tele-Care tablets that are used for visual and verbal communication and education, as well as data uploads of vital signs such as blood pressure, pulse rate, weight, and HbA1c.

In recent weeks, TRU has also deployed tablets to hospitals and facility partners to enable care team visits via video as well as to facilitate patient and family interactions while face-to-face visits have been reduced or eliminated. TRU Grief Services is also providing individual counseling sessions by video and hosting virtual grief support groups. The gratitude being expressed by patients, families, care teams, and clients has been one of the silver linings in these clouded times.

TRU is seeking immediate funding through grants and individual contributions to quickly escalate the TRU Tele-Care program in this time of unprecedented need for such services.

Donations can be made at [trucare.org/donate](https://trucare.org/donate).

## Caring for Our Community During a Pandemic

In this time of uncertainty, please know that we are here for the people we serve. TRU will continue to provide uninterrupted care, and we are committed to the health and safety of our patients, participants, clients, families, employees, and volunteers.

We are working closely with The Centers for Disease Control and Prevention (CDC), The Centers for Medicare & Medicaid Services (CMS), and state and local health officials to respond quickly and effectively to COVID-19, take action to address potential and confirmed cases, and mitigate transmission.

We have deployed Tele-Care tablets to patients, hospitals, and facility partners to replace in-person visits with video visits whenever it makes sense to do so, and we are offering grief support groups and counseling by phone and video conferencing. TRU's pandemic response team meets daily to review updates and determine how to adapt and innovate to provide the best care for our community.

We are thankful to those we serve for choosing TRU Community Care to walk with them at this time. And we are grateful to you, our donors, who provide the necessary funding for us to carry out our mission. Rest assured, the well-being of our patients is top-of-mind and will continue to be at the heart of all that we do.



## Save the Date!

### Take Flight Butterfly Release and Memorial

Saturday, June 27, 2020  
Whitetail Park in Lafayette  
9:00 - 11:00 a.m.

### Perfect Peaches Community Peach Sale Pick-Up

Saturday, August 15, 2020  
TRU PACE in Lafayette  
7:00 - 11:00 a.m.

### TRU Cares Fundraising Luncheon

Thursday, October 22, 2020  
The Canyons Center at Frasier  
Meadows in Boulder  
12:00 - 1:00 p.m.

### Lights of Life Holiday Remembrance

Winter  
Date and location to be determined.

Visit [trucare.org/events](https://trucare.org/events) for more information.

## Talking About What Matters

When was the last time you reviewed your advance directives? When have you discussed your medical treatment preferences with your decision-maker and loved ones? For too many people, completing advance directives is a one-time event. Such documents are often completed, put in a drawer, and never considered again, if they are filled out at all. But people and situations change over time. Someone who completed an advance directive five or ten years ago is a different person today, and their preferences may have evolved, as well.

The Conversation Project in Boulder County, a TRU Community Care program, provides confidential coaching and tools for individuals and families who wish to have a conversation about future medical care. Our mission is to ensure that end-of-life values are expressed and respected. We encourage thoughtful consideration of your preferences with regard to medical treatment in the context of your unique situation. Filling out advance directives often feels vague, but our

current situation is specific. If you were to contract the coronavirus infection in your current condition, would you want to be hospitalized? Would you want to be on a ventilator?

Speaking with loved ones about what matters most is a gift. It means peace of mind in an otherwise confusing and grief-stricken situation. In recent weeks, excuses to postpone important conversations have disappeared. There is no better time than the present.

If you need help starting these important conversations or guidance on documents, The Conversation Project has trained coaches who can speak with individuals and families by telephone or arrange an online meeting. These services are free and available on a flexible schedule.

Contact [amandameier@trucare.org](mailto:amandameier@trucare.org) or (303) 250-4510 to schedule an appointment. If you wish to financially support TRU's Conversation Project program, please visit [trucare.org/donate](https://trucare.org/donate) and choose "Conversation Project Donation."

## Joint Commission Accreditation

TRU Community Care's hospice program has earned The Joint Commission's Gold Seal of Approval® for Home Care Certification by demonstrating continuous compliance with its performance standards. The Gold Seal is a symbol of quality that reflects a health care organization's commitment to providing safe and quality patient care.

The certification recognizes TRU's efforts to provide patient and family-centered care and to optimize the quality of life for patients with serious illnesses. Hospice care addresses a patient's physical, emotional, social, and spiritual needs, and facilitates patient autonomy, access to information, and choice.

In preparation for accreditation, TRU Community Care performed an in-depth analysis of crucial clinical delivery systems. Opportunities for improvement were identified and best practices were updated and implemented. As a result, TRU is able to improve care delivery and outcomes for patients and their families and comply with the highest national standards for safety and quality care.

"Achieving Joint Commission accreditation demonstrates that TRU meets the highest standards for the safe delivery of hospice care. We are proud of this accomplishment and look forward to better serving our community in the years to come," said Jim Woodard, TRU's Chief Operations Officer.





## Why TRU Needs Your Support

Like so many individuals, small businesses, and nonprofit organizations across the world, TRU is experiencing the financial impact of the novel coronavirus pandemic. As a community-based nonprofit, TRU Community Care relies heavily on the generosity of the public to raise approximately \$1.5 million through both traditional fundraising and TRU Thrift Shop sales. With the thrift store temporarily closed and monetary donations decreasing due to COVID-19, the impact of the pandemic is only just beginning to unfold.

Through all of this, TRU continues to provide uninterrupted care for the patients and families we serve through TRU Hospice, TRU Palliative Care, TRU PACE, and TRU Grief Services. We are prepared for any impact the virus might have on the communities we serve, and we are working closely with the CDC, CMS, and other state and local health officials to respond effectively. Our hospice and palliative care services will continue to be provided with our always high standards of practice. TRU Tele-Care is actively identifying ways to utilize telemedicine to take care of our patients and participants, and we have deployed tablets to our hospital partners to help

facilitate tele-admissions, patient consults, and patient/family interactions. Our PACE staff is working hard to monitor the needs of our participants and, with the help of Via Mobility Services and Community Food Share, distributed meal kits to our most vulnerable participants. TRU Grief Services has made individual counseling and group support meetings available remotely.

TRU will continue to respond to the ever-changing health care environment as necessary, but we can't do it without your help. When you give to TRU Community Care, you help provide comprehensive medical, emotional, and spiritual support for our community, as well as bereavement services for family members, and the community-at-large. Your gift stays local, providing critical support for patients not covered by insurance or when insurance doesn't cover the actual costs of delivering quality care – which is often the case. We need your support now more than ever to ramp up TRU Tele-Care.

Please consider making a donation today at [trucare.org/donate](https://trucare.org/donate). Thank you for helping us fulfill our mission!

## TRU Expands Grief Services

TRU considers it a privilege to provide services for the grieving, which is why we offer a wide variety of age and loss-specific grief support groups, individual counseling, and other grief-related resources. And we've recently expanded our services in two critical areas.

### Individual Counseling

Formerly available only to family and friends of patients served by TRU Hospice, we're now pleased to offer grief counseling services at an affordable price to members of the community who are experiencing grief, complicated grief, sudden or traumatic loss, and youth and family grief issues. Our experienced counselors employ art therapy, brainspotting, narrative re-creation, and other techniques to help clients find healing in the wake of loss.

### Virtual Grief Groups

Isolation has increased due to COVID-19, and TRU is responding by providing the grief services our community has come to depend on in new ways. We've moved most of our support groups to Zoom, a cloud meeting platform, and our individual grief counseling sessions have also gone virtual. No matter what, we're here to support our TRU families and community, and we consider it an honor and privilege to do so.

Please visit [trucare.org/grief](https://trucare.org/grief) to learn more about our counselors and for more information about TRU's grief services.





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Questions? Call us at (303) 926-4743  
or email [info@trucare.org](mailto:info@trucare.org).

To subscribe to our digital newsletter,  
visit [trucare.org](http://trucare.org).

Please consider supporting our work with a tax-deductible donation to TRU today.  
For your convenience, a donor reply device is enclosed.

## How YOU can give back to TRU

TRU Community Care relies on support from friends like you to continue our vital work: providing the best possible care to anyone who needs us, regardless of an inability to pay. Our programs are funded partly through Medicare, Medicaid, commercial insurance, and private payments, but because we give the same unparalleled care to everyone, we also rely on the generosity of business, foundations, and individuals like to you to help bridge the gap.

When you make a gift to TRU, you make a gift of lasting value. You are ensuring that everyone experiencing advanced illness or loss in our community is treated with respectful and compassionate care they deserve. We thank you for your consideration and generosity.

Visit **[trucare.org](http://trucare.org)** to learn more.

