



HOSPICE *of* LENAWEE

*The Heart
of Caring*



2021 ANNUAL REPORT

FROM THE BOARD CHAIRMAN

As we reflect upon another year at Hospice of Lenawee we celebrate many achievements, including being named Lenawee county's best non-profit for the fifth consecutive year. We celebrate with pride our CAHPS (Consumer Assessment of Healthcare Providers



and Systems) scores. We have once again exceeded national averages in providing patient care, communications with family, getting timely help, treating patients with respect, emotional and spiritual support, help for pain and symptoms, and training family to care for patients.

However, it is not celebrations or recognition of achievements that makes Hospice of Lenawee special. Hospice of Lenawee is special because our people go above and beyond in their care for our patients and their loved ones. We have on staff this county's only full-time Medical Director who is certified in hospice and palliative medicine.

Our logo includes a heart. That heart depicts "The Heart of Caring." Certainly, that includes caring for those at the end of life. But it is also means caring for family and friends who have joined them in their end-of-life journey.

We offer professional bereavement counseling to anyone in our community who has suffered a loss. This service is free of charge and open to anyone, even if we did not serve their loved one.

We believe everyone is entitled to quality end-of-life care. We will turn no one down. Those without resources, without insurance, or are underinsured will be served by Hospice of Lenawee.

Our community supports the "Heart of Caring" efforts. Generous donations have created endowments that fund these acts of caring.

I have been involved with several not-for-profits in our community. I believe that donating time and resources is everyone's responsibility. Serving Hospice of Lenawee is far more than a responsibility. It is a calling, and an honor.

It is truly my pleasure to serve this wonderful cause and its dedicated staff.

*Sincerely, Robert L. Vogel
Chairman of the Board of Directors*

FROM THE PRESIDENT

I am blessed each day to serve Our Mission alongside an incredible team of individuals who are committed to providing exceptional care to our patients, families and clients. I continue to be humbled by their dedication and compassion. As an organization, we have had to manage some of our most challenging times as we strived



to achieve the level of care and services that our community has come to know and trust. I feel proud when I think of how our team has come together, adapted, and persevered without wavering in their commitment to provide quality patient and family-centered care to the people of our community. Our team represents "The Heart of Caring" and it is evident in everything we do!

I am also in awe of our very giving community. Hospice of Lenawee continues to secure the resources needed to sustain our beautiful Hospice Home. We are one of only fourteen in-patient hospice homes left in the State of Michigan. Our generous donors support our efforts to continue to provide charity care and complimentary bereavement services including the Kaleidoscope school-based program to members of our community who are in need. We treasure each gift and recognize the awesome responsibility placed upon us to be good fiduciaries of the funds we receive. Our team worked tirelessly to find creative ways to manage our expenses and steward our resources.

I am honored to serve this community and thank our staff, board of directors, volunteers, and donors who continue to make Hospice of Lenawee the best non-profit in Lenawee County, help us achieve the Hospice Honors Award that ranks us in the top 10% of hospices in the nation, and support our efforts to provide quality end-of-life care during and after the last season of life.

*Warmest regards, Travis Havens
President & CEO*

HOSPICE  LENAWEE
ASK FOR US BY NAME

OUR MISSION

Hospice of Lenawee provides compassionate, patient and family-centered care to the people of our community during and after the last season of life.



The Heart of Caring.

We have the **only in-patient hospice facility** in Lenawee County.

We employ the **only full-time Medical Director board-certified** in hospice and palliative care.

We provide **complimentary community bereavement services.**

We provide **Charity Care to patients and do not turn anyone away** for their inability to pay.

We are a provider of outcomes: **physical comfort, emotional well-being, and spiritual peace.**

We begin with **"What matters to you"** and **"How can we get you there?"**

Our CAHPS scores **exceed the Healthcare First (HCF) national average** in overall rating.

We have been voted **Lenawee County's best non-profit for 5 consecutive years.**

OUR BOARD OF DIRECTORS

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Bryan Ward

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Emeritus Director

OUR LEADERSHIP TEAM

Travis Havens, *President & CEO*

Dr. Justin Voorhees, *Medical Director*

Amy Francoeur, *Director of Patient Care*

Heather Rowe, *Director of Volunteers*

Lee Ann Straub, *Director of Bereavement Services*

Heather Perez, *Director of Development*

Kimberly Jones, *Director of Human Resources*

Jada Phillips, *Director of Community Outreach*

This goes beyond just being a job, for us it is a calling!



OUR CLINICAL TEAM

“Vigilant caregiving is at the heart of Hospice of Lenawee’s Clinical Team! Despite the ongoing challenges we faced providing care during the second year of the pandemic, our team has excelled in all areas. The feedback we continue to get from our patients, families, caregivers, and community indicates that our team consistently goes above and beyond to meet and exceed the needs of those we care for. Our program provides end-of-life care and education to our community with a passion that each team member embodies. The calling that we all have answered to provide the highest quality hospice care is evident in every visit we make.”

— Amy Francoeur BAS, RN
Director of Patient Care

OUR VOLUNTEER SERVICES

“It’s no secret that Hospice of Lenawee has an incredibly proud and dedicated team of volunteers. The past two years have been a challenge, but our volunteers found ways to continue to support our patients, families, and team. They are a creative and motivated group of individuals that have found their passion in serving Hospice of Lenawee.”

— Heather Rowe, Director of Volunteers

In 2021, Hospice of Lenawee Volunteers provided a total of **5,861** hours of service (4,527 direct care and 1,334 indirect care). The cost savings to the organization was a remarkable **\$92,359**. Our volunteers continue to provide constant support to a Mission they believe in.

“The Hospice Home is the only inpatient facility in Lenawee County that was built for the community by the community and provides compassionate end-of-life care to patients and their families. The Hospice Home models the “Heart of Caring” in many ways providing a home atmosphere and understanding what is important to each patient and family in their final days. You might see staff taking a patient outside in their bed on a warm Spring day to enjoy the sun or planning a birthday party with decorations and food. We even have a kitchen staff who enticed a patient’s appetite with creatively decorated pancakes in the shapes of animals and our patient ate every bite!”

— Andrea Miller BSN, RN, CHPN
Residence Manager

♥ The Hospice Home team expertly cared for **129 patients** and their families in 2021



Hospice of Lenawee is proud to have the only board-certified doctor in palliative and hospice medicine in the area. The expertise in end-of-life care Dr. Justin Voorhees brings to our community is priceless. We are very fortunate to have his knowledge and skill set as we continue to navigate the pandemic.

“As a team, we have overcome many challenges this past year. With unwavering resolve, we continued to deliver compassionate patient and family-centered end-of-life care. I am confident that under whatever circumstances we face, our commitment to this care and our community will not change.”

— Justin Voorhees MD, MSc, Medical Director



OUR BEREAVEMENT SERVICES

“Hospice of Lenawee provides complimentary bereavement services to anyone who has suffered a loss in our community. In recognizing the importance of reaching youth who have suffered a significant loss in their lives, Hospice of Lenawee’s Bereavement Department developed Kaleidoscope, a school-based grief support program for youth, grades K-12. Kaleidoscope meets the grief and loss needs of youth throughout our community at no cost to students, parent/guardians, or schools. Offering support within the schools is an important aspect of this program as transportation can be a barrier for youth and their families, especially in the midst of grief. This partnership allows counseling offices to address the many referrals received each school year from parents and school staff in a timely manner.”

— Lee Ann Straub, Director of Bereavement Services



Youth who have experienced a loss are faced with both emotional and physical reactions associated with grief and loss. Kaleidoscope provides students with reassurance that grief is a normal reaction to a loss and offers assistance in processing and expressing their feelings. A significant loss can threaten a child or adolescent’s social and psychological balance and may challenge typical coping strategies. The Kaleidoscope Program aims to enhance each student's coping skills

in confronting possible unresolved grief, which can lead to depression, hopelessness, and other mental health issues, such as anxiety disorders and substance use disorders. The monitoring and encouragement of grieving youth provided through the Kaleidoscope Program ensures that each student has the support, sense of confidence, and coping strategies necessary to become healthy and resilient adults, of mind, body, and spirit.



IN 2021, 467 Hospice of Lenawee families were served, along with 130 community bereavement clients. In addition, 81 students in all 11 Lenawee County School Districts were served through our school-based program Kaleidoscope and 35 students received crisis management support.

OUR COMMUNITY OUTREACH

“Sharing Hospice of Lenawee’s “Heart of Caring” in 2021 has been a privilege for the Community Outreach Department. We are incredibly proud to be able to share our CAHPS (Consumer Assessment of Healthcare Providers and Systems) Hospice Survey results with our community. CAHPS is a nationally accredited third-party evaluation process to measure the experience that patient caregivers have with hospice care. Thanks to our dedicated and caring team, our scores continue to exceed the HCF national average.”

— Jada Phillips, Director of Community Outreach

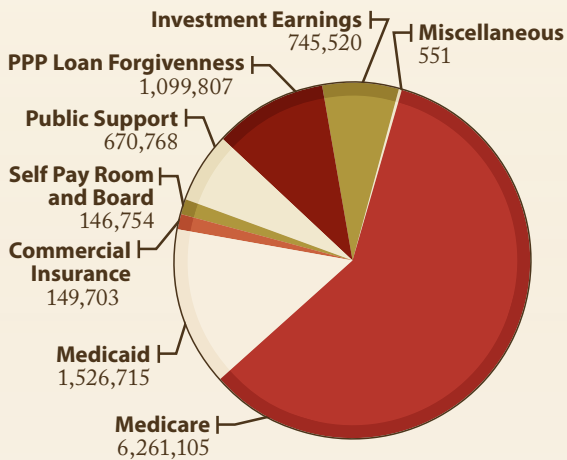
- ♥ Would Recommend this Hospice **92.8%** (Compared to 86.4% HCF national avg.)
- ♥ Patient Received Help with Personal Care Needs **84.6%** (73.2%)
- ♥ Communication with Family **87.2%** (82.5%)
- ♥ Getting Timely Help **83.2%** (76.9%)
- ♥ Treating Patient with Respect **92.8%** (91.3%)
- ♥ Emotional & Spiritual Support **94%** (92.4%)
- ♥ Help for Pain & Symptoms **79.4%** (76.3%)

The CAHPS Hospice Survey consists of 57 questions and is administered to primary informal caregiver of the decedent who died while receiving hospice care. CAHPS Hospice Survey administration begins two months following the month of patient death.



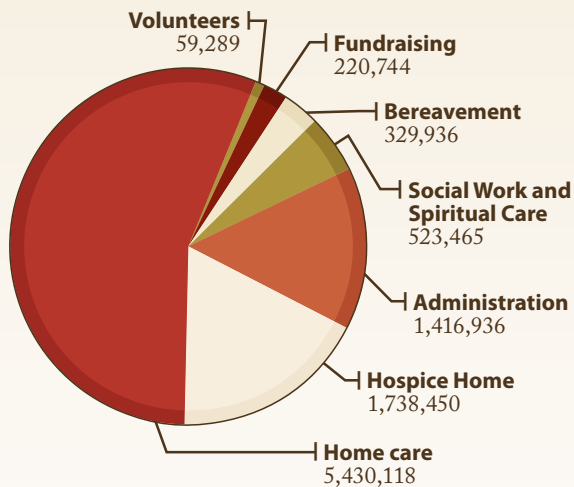
REVENUE

TOTAL REVENUE
10,600,923



EXPENSES

TOTAL EXPENSES
9,718,938



OUR PHILANTHROPY PROGRAM

“I am amazed by the generosity of our very giving community. I joined the Hospice of Lenawee team in August right before our signature fundraising event. I wasn’t sure there would be enough time to glean the support we needed to meet our goal, but what I didn’t realize at the time was just how many lives have been impacted by our services. From the day I stepped foot into the community, I have had more people than I can name share their stories and talk about the difference Hospice of Lenawee made in their loved one’s life and how supported they felt by our compassionate team who embody the “Heart of Caring.” I have my own stories of how my family was and continues to be supported and I feel incredibly blessed to be serving Our Mission. I have no doubt that our efforts to secure the resources needed to support our Hospice Home, complimentary community bereavement, and charity care will continue to be met thanks to our loyal and giving donors. We appreciate all who share their time, talents, and treasures with us.” — Heather Perez, Director of Development

Following are a few highlights from a landmark year.

KATHY GOETZ BEREAVEMENT ENDOWMENT MATCH –

James Goetz generously pledged a **\$40,000** match for all funds designated to the Kathy Goetz Bereavement Endowment in 2021. We met our goal and deposited **\$80,000** into the endowment raising the total to **\$735,636**. This will help us continue to provide our complimentary Community Bereavement Services and sustain this program well into the future.

21 IN 21 –

We met our goal to secure 21 Planned Gifts in 2021. We appreciate all those who are members of our Frank and Shirley Dick Legacy Circle. We would also like to thank Creek Enterprise who provided a **\$21,000** challenge match.

2021 ROAD RALLY –

Our 2nd Road Rally was a huge success raising a record **\$100,000** in support of our Charity Care and Community Bereavement Services.

DONOR STORY

“I am a son who is trying to ensure that the last days of my parents’ lives are filled with love and quality of life. Hospice of Lenawee has afforded us the assistance and special care that gives me the support I need as a caregiver while maintaining my parents’ dignity. From the Certified Nursing Aides that help ensure their daily needs are met, to the nurses who are always there to offer continual support, to the spiritual care team, social workers, physician assistant and doctor who all provide expertise and compassionate care. Each of these remarkable people do so with a smile on their face and they bring light into our day. We thank God for these blessings in our lives, so that we as a family can receive the help we need to take each day at a time. My parents and I are proud to join the Frank and Shirley Dick Legacy Circle and are honored to provide philanthropic support to Hospice of Lenawee.”

— Todd Hurlbut



We thank our donors for their faith in Our Mission and for their continued and generous support!

THANK YOU, 2021 DONORS!

Below are donors that have provided support in the amount of \$250 or greater during 2021.

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Adrian Dominican Sisters
Adrian Electric and Generator
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Adrian Rotary Club
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Virgil and Donna Diver
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Samuel and Lyla Lieto
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Little Caesars Pizza-Adrian

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