



HOSPICE *of* LENAWEE

HONORING THE JOURNEY



2022
ANNUAL REPORT

FROM THE BOARD CHAIR

2022 marked the 40th year of service to Our Community and we recognized this throughout the year with a focus on 40 years of Honoring the Journey. We hosted a community celebration for our 40th anniversary to honor our patients, families, team members, volunteers past and present, and our generous supporters. We paused and gave thanks to those that have made Hospice of Lenawee what it is today and peacefully remembered and honored those who have benefited from the services of Hospice of Lenawee. This celebration culminated with a remarkable butterfly release. We are grateful for the 40 years of community support that has enabled Hospice of Lenawee to provide patient and family-centered care during and after the last season of life.

As a non-profit organization, Hospice of Lenawee relies on gifts from the community to fund the compassionate work that our team of staff and volunteers do every day, 24/7.

Supporting people through the end-of-life and grief process is not for the average person. It takes a very gifted and uniquely situated employee or volunteer to live Our Mission. We are grateful for each of these teammates – both employees and volunteers – past and present, who over our 40 years have given selflessly and tirelessly to the people of Our Community during their most vulnerable and critical life stages. We truly have an amazing team!

So many myths surrounding hospice care are yet to be dispelled, even in our own community. We urge you to continue to spread these words: **You are Our Community and We are Your Hospice.** No family should go without our services for lack of understanding or knowledge of all that can be done for them through Hospice of Lenawee.

As we continue another step in our journey into the future, our staff, leadership team, volunteers and Board of Directors are fiercely committed to making sure our community is able to receive our services. I am humbled and proud to be a part of this incredible and impactful organization. We are grateful for the many supporters who give their time, talents, and treasures to enable Hospice of Lenawee to fulfill Our Mission.

On behalf of the Board of Directors, I thank you for your support.

*With Gratitude,
Amy M. Bergman
Board Chair*



FROM THE PRESIDENT

2022 was a very special year for us at Hospice of Lenawee as we celebrated our 40th Anniversary and commemorated 10 years of serving patients in our beautiful Hospice Home. I am honored to share the Lenawee County Commissioners declared June 20th-25th Hospice of Lenawee Week. We were humbled by the participation at our 40th Anniversary Celebration as we took the time to honor the lives of those we have served and acknowledge the undeniable impact of our compassionate team who served them.

We thank the nearly 300 community members who came to our campus to help us celebrate and share our sincerest gratitude to our sponsors and donors who made this celebration our best fundraising event to date. Our guests were able to take a walk on our trail around our campus while reading the signs along the way that shared our history and milestones. The evening culminated with a butterfly release and our team and volunteers were able to walk alongside the loved ones of those we have served once again. To say that part of the event was poignant would be an understatement. In addition, we received record support to help with the sustainability of our Hospice Home and complimentary Community Bereavement Services. The generosity of Our Community never ceases to amaze me. We had a landmark year in our fundraising efforts and continue to glean the resources needed to fulfill Our Mission. We recognize what each gift we receive signifies and we are committed to ensuring our sustainability.

Our team continues to exceed expectations in their care of our patients. We have reflected on those who have served with us over this 40-year journey and take great pride in honoring our amazing team of staff and volunteers, both past and present. I feel blessed to serve this mission and thank our staff, Board of Directors, volunteers, and donors who have helped make Hospice of Lenawee the best non-profit in Lenawee County for 6 consecutive years. We again exceeded national averages in our provision of services and programs which assisted in our achievement of the Hospice Honors, ranking us in the top 10% of hospices nationwide. Your dedication to Our Mission is unmatched!

*Gratefully,
Travis Havens
President and CEO*



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.



OUR HISTORY

1982

Hospice of Lenawee, Inc. is a non-profit organization, incorporated in the State of Michigan in 1982.

The organization was fully supported by charitable donations until 1990 when the program met the criteria to become Medicare certified.

1990

The program has consistently grown since early 2004 when the average daily census (*number of patients*) was under 20.

2004

In 2008, our Board of Directors made the decision to embark on a Capital Campaign to serve the needs of those patients who needed 24-hour hospice care and for whom home care was either impractical or impossible.

2008

After a study was conducted and confirmed the need for an 8-bed in-patient facility, Hospice of Lenawee began the journey to raise 5 million dollars.

2016

In 2016 we experienced our largest growth and were staffed with a full disciplinary team to serve up to 150 patients and their families daily.

2022

Throughout the years, we have provided end-of-life care and bereavement support to thousands of patients, families, caregivers, and community members. Our Board of Directors and Leadership Team are committed to enhancing our programs and sustaining Our Mission into the future.

We feel *honored* to continue the *journey*.

BOARD OF DIRECTORS

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 Todd Carver, *Vice Chair*
 Chris Clarke, *Treasurer*
 Julie Goll, *Secretary*
 Robert Vogel, *Immediate Past Chair*

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Maria Carrico	Cathy Thielan
Jeff Danley	Bryan Ward
Meggan Wanke-Hammond	Sally Whelan, <i>Emeritus Director</i>
Patt Hayes	Travis Havens, <i>President & CEO</i>
Jeanette Henagan	
Dane Nelson	

LEADERSHIP TEAM

LEADERSHIP STAFF

Travis Havens
President and CEO

Dr. Justin Voorhees
Medical Director

Dr. Jennifer Bettinger
Director of Patient Care

Heather Rowe
Director of Volunteers

Lec Ann Straub
Director of Bereavement Services

Heather Perez
Director of Development

Kimberly Jones
Director of Human Resources



OUR CLINICAL TEAM

"Honoring the Journey - that is what our team has been called to do. Our clinical team is the heart and soul of our organization. We take great pride in serving the patients and families in our community with compassion and integrity during and after the last season of life. Hospice of Lenawee provides patient care, as well as grief and loss support, because it is our calling and that is made evident in every encounter we have. Our staff feels honored to be invited into the lives of our patients and families as they are ending their journey. We are dedicated to serving this community, that we love dearly, for the next 40 years and beyond."

—Jennifer Bettinger, DNP, RN
Director of Patient Care

VOLUNTEER SERVICES

"We were fortunate that a majority of our Volunteers were able to return to doing what they love in 2022 by serving Our Mission. Our total volunteer hours increased substantially (approximately 50%) between 2021 and 2022."

In 2022, Hospice of Lenawee Volunteers provided a total of 8,770 hours of service (7,162 direct care and 1,608 indirect care). The cost savings to the organization was a remarkable \$248,615. Our Volunteers continue to have a passion to serve Our Mission and support Our Community when it matters most.

—Heather Rowe
Director of Volunteers



"The Hospice Home is the only in-patient hospice facility in Lenawee County. It was built for Our Community, by Our Community. As we commemorate our 10th year of service in the Hospice Home, we honor the 136 patients we cared for during 2022, as well as the 1,490 patients we have served over the years. The Hospice Home team works to provide compassionate end-of-life care to patients and their families and recognizes how important it is to "Honor the Journey" of our patients. We honor our patients' journey in many ways including expert symptom management so our patients can spend their final days in comfort. The team also helps celebrate events such as creating a special anniversary dinner for a patient and her husband, complete with steaks and a night of watching their favorite baseball team! We were even able to hold a special memorial service for a patient who had limited contact with her family and friends, and placed a birdhouse in her memory to honor the journey."

—Andrea Miller,
BSN, RN, CHPN
Residence Manager



"It has truly been an honor to help support the Hospice of Lenawee team which has been serving the Lenawee County community for 40 years. Our staff is wholeheartedly committed to providing exceptional service, expert medical care, quality symptom control, and comprehensive pain management as the foundation of our care. Upholding our patients' dignity during the end-of-life is of the utmost importance to us. Each dedicated team member continually goes above and beyond in providing individualized physical, social, emotional, and spiritual support to the patient, as well as providing comfort, education, and assistance to those caring for them."

—Justin Voorhees, MD, MSc
Medical Director

BEREAVEMENT SERVICES

“Hospice of Lenawee provides grief support services to anyone in the community who has suffered a loss in addition to supporting our Hospice families. Due to generous community support, there are no fees associated with our Community Bereavement Services. In recognizing the importance of reaching our youth who have suffered a significant loss, the Hospice of Lenawee Bereavement Department has developed a youth-based grief support program called “Kaleidoscope.” This program was created to meet the needs of our community as grief can have a major impact on learning, processing thoughts, and retaining information. It is our universal goal to provide each child/adolescent with the tools and supports necessary to becoming a healthy productive adult. Offering support within schools is an important aspect of this program, as transportation can be a barrier for youth and their families, especially during the midst of grief. This partnership allows for a more comprehensive approach to address the needs of each child/adolescent and to also provide services in a timely manner.

Because grief can trigger overwhelming feelings, the Bereavement Department works to help support growth and healing.



In 2022, we collaborated with the Adrian Center for the Arts for our Spring and Fall “Mending Hearts” retreats. This platform of utilizing art therapy in a group setting was a powerful means for children and families to express their feelings and receive support from others. These important interactions between the participants and the art process helped each individual move from isolation and loneliness to connection and empowerment.”

— Lee Ann Straub, LMSW, GSP-C
Director of Bereavement Services



IN 2022, 428 Hospice of Lenawee families were served, along with 68 community bereavement clients. In addition, 88 students in 11 Lenawee County School Districts were served through our youth-based program Kaleidoscope and 25 students received crisis management support.

COMMUNITY OUTREACH

“As we celebrated 40 years and honored the journey throughout our community, we were humbled by the stories of gratitude we heard from the loved ones of those we have served. We enjoyed participating in community events and sharing our noble work with Our Community through various presentations and trainings. We are also extremely pleased to share our CAHPS (Consumer Assessment of Healthcare Providers and Systems) Hospice Survey results. CAHPS is a nationally accredited third-party evaluation process used to measure the experience that patient caregivers have with hospice care. We are incredibly proud of our caring team and volunteers who give tirelessly in service to our patients, clients, and families. Thanks to their efforts, we continue to exceed the Healthcare First (HCF) national average.”

— Stephanie Jones, RN
Community Outreach Coordinator

	HCF national average
♥ Would Recommend this Hospice..... 94%	(84%)
♥ Rating of this Hospice	91% (81%)
♥ Training Family to Care for Patient.....	76% (75%)
♥ Communication with Family.....	86% (81%)
♥ Getting Timely Help	84% (77%)
♥ Treating Patient with Respect.....	93% (90%)
♥ Emotional and Spiritual Support.....	92% (90%)
♥ Help for Pain and Symptoms	79% (75%)

Data collected from 1/1/2022 – 12/31/2022.
Consumer Assessment of Healthcare Providers and Systems (CAHPS) Hospice Survey was implemented to measure the experience that patients and their caregivers have with hospice care. The CAHPS Hospice Survey consists of 47 questions and is administered to the primary informal caregiver of the deceased who died while receiving hospice care. CAHPS Hospice Survey administration begins two months following the month of patient death.

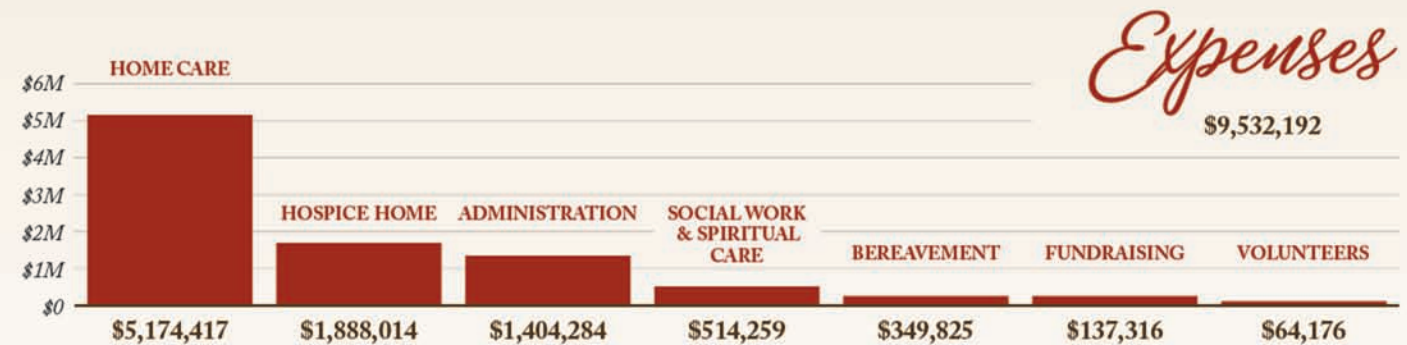


OUR PHILANTHROPY PROGRAM

“Throughout this year, we have taken time to reflect on the many blessings bestowed upon us by this extraordinary community. We were honored to bring staff, volunteers, families, supporters, and members of the community together for our 40th Anniversary Celebration and we continue to be in awe of your faith in Our Mission. We had a tremendous philanthropic year and are extremely appreciative of the generosity of our very loyal and giving donors. We continue to receive Annual Gifts and Planned Gifts to help us sustain our programming. Many of the services we provide go far beyond Medicare reimbursement,

such as complimentary Community Bereavement to anyone in the community who has suffered a loss, the sustainability of our beautiful Hospice Home, and our Charity Care which allows us to continue to help anyone who is uninsured or under-insured. Thanks to the support of our generous community, we also had a record 40th Anniversary Celebration raising \$114,572 and our Lights of Love Campaign generated \$77,304 in donations.”

— Heather Perez
Director of Development



DONOR STORY

Hospice of Lenawee celebrates the incredible life of our supporter, friend, and mentor, Frank Dick. He was a humble and gracious hero, a treasure to all who had the pleasure of knowing him. We were honored to be trusted with his care and feel blessed to have walked alongside him during his journey. This community truly misses Frank!

We thank Frank and Shirley Dick for their unwavering support of Our Mission. Hospice of Lenawee was honored to launch the Frank and Shirley Dick Legacy Circle in 2018 and we continue to grow it today and into the future. Their legacy will live on, while helping us sustain the exceptional end-of-life care we provide to Our Community!



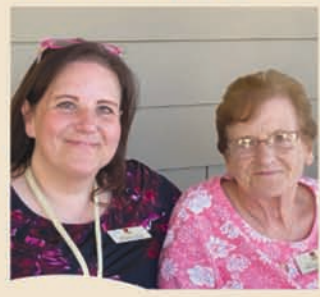
We thank our donors for their faith in Our Mission and for their continued and generous support!

THANK YOU, 2022 DONORS!

Below are donors that have provided support in the amount of \$250 or greater during 2022.

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Hospice

