



2018 ANNUAL REPORT



HOSPICE of LENAWE

We Carry Your Heart In Our Heart



*“Everything starts with a sunrise,
but it’s what we do before it sets that matters.”*

—K. MCGRAW

FROM THE PRESIDENT



The year 2018, was another very successful year for Hospice of Lenawee. “You are OUR community and we are YOUR hospice,” is not just a tag line. It is something we believe to our core and continue to prove. Let me tell you how.

We received our Re-accreditation from the Community Health Accreditation Partner (CHAP). This accreditation is not required by regulation or Medicare. It shows our continued level of commitment far above and beyond Medicare standards.

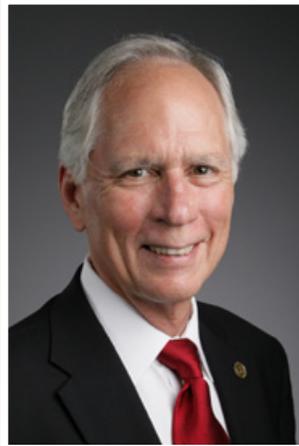
For the 6th year in a row, Hospice of Lenawee received the Hospice Honors Award! This is especially significant to us because it is based on feedback given directly by patient family members. Throughout the Annual Report, please note the survey results highlighted in ***Red.**

Our organization made history in 2018, by hiring our first ever, full-time Medical Director. Justin Voorhees, MD, joined our dedicated team. Dr. Voorhees provides physician access to our patients and families beyond any other medical service line in our community.

These accomplishments serve as a spring board to sustaining a vibrant future as Hospice of Lenawee continues to lead our community in understanding and accessing the very best in end-of-life care.

On behalf of our organization, I sincerely thank you for your continued support. As always, it is a privilege to be YOUR Hospice of Lenawee.

Sincerely,
Travis Havens
President & CEO



FROM THE BOARD CHAIRMAN

At Hospice of Lenawee (HOL), we take pride in the fact that we provide this community’s hospice care. We consider every person, from Clinician to Volunteer, a member of our team. The Board of Directors strives to oversee HOL with the same integrity, efficiency, and expertise as

those who compassionately serve our patients and their families.

In 2018, we continued to work to attract and maintain a quality Board membership by placing a new and improved orientation process high on the list of our priorities. Prior to becoming a Board member, candidates are well-informed of the expectations associated with being a Board member. By accepting the Board appointment, a member agrees to fulfill, to the best of his/her ability, the responsibilities that come along with volunteering their time and talents. After all, this is a Mission like no other.

For all organizations, there are key challenges that present themselves. The close relationship patient census has to whether we are fiscally sound demands that we educate every person involved about the importance of their commitment to assuring a strong future for HOL.

In addition, our new 3-Year Strategic Plan was approved in 2018. We continue our positive energy and momentum as we move forward with confidence in achieving the goals set forth in the Strategic Plan. A new quarterly review was also adopted to assure we are routinely assessing outcomes and addressing the areas that can be of the greatest importance to those we serve.

As we consider the next steps for HOL, we don’t look to change those qualities of compassion and service that people have come to expect, but rather we anticipate opportunities for growth. We continue to be humbled by the privilege to serve and live up to our high standards and reputation.

Finally, I ask that we never underestimate the impact this community can have on HOL. We are forever grateful for the community’s high priority in their charitable investments. You are Our Community. We are Your Hospice.

Thank you and May God Bless,
Lee Johnson, Ph.D., CPA
Board Chairman
Hospice of Lenawee

***HOSPICE OF LENAWEE PATIENTS ALWAYS TREATED WITH DIGNITY & RESPECT — HOL: 96.3% / National Average: 95.2%**



Logo Symbolism

Hands

Uplifting and supporting the heart, the center of the community. This represents Lenawee's care and support for each one of their patients and their loved ones.

Heart

Lenawee is known visually for its heart, as well as emotionally. It is an aspect of the brand we wanted to keep throughout the building of the new identity. It represents the real drive behind Hospice of Lenawee, that this is a calling not a job. That we carry each heart and every life we touch, within our own heart.



Flower

This powerful symbol represents how the support of Hospice of Lenawee brings hope to each life touched. It speaks to the love, support, and compassion that comes from uniting with the community, and how we grow together.

OUR BOARD OF DIRECTORS

EXECUTIVE BOARD

- » Lee Johnson, *Chair*
- » Bob Vogel, *Vice Chair*
- » David Drews, *Treasurer*
- » Amy Bergman, *Secretary*
- » Todd Carver, *Immediate Past Chair*

DIRECTORS

- » Holleigh Baker
- » Maria Crane
- » Paul Gietzen, *MD*
- » Kathy Greenlee
- » Jeanette Henagan
- » Sally Whelan
- » Carlton Cook, *MD, Emeritus Director*
- » Margaret Coyne, *OP*
- » Jeff Danley
- » Julie Goll
- » Patt Hayes
- » JoAnn Spade
- » Julie Yaroch, *DO*

OUR LEADERSHIP TEAM

- » Travis Havens, *President & CEO*
- » Justin Voorhees, *MD, Medical Director*
- » Meg Daugherty, *Director of Finance*
- » Amy Francoeur, *Director of Patient Care*
- » Heather Rowe, *Director of Volunteers*
- » Susan Turner, *Director of Development*
- » Sharon VanTuyle, *Director of Bereavement*

OUR VALUES

EXCELLENCE

We are absolutely committed to being the best at what we do.

COMPASSION

We are committed to lead with our heart, offering hope and empowerment to those we serve.

INTEGRITY

We adhere to high moral principals, professional standards and we are passionate about keeping our word.

PERSONALIZED

We walk side-by-side with our patients and families helping them to connect to what matters most.

GENUINE

We believe this is not just a job. This is our calling.

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.

***ALWAYS LISTENED CAREFULLY TO CAREGIVER —**
 HOL: 94.3% / National Average: 85.9%

“ To find ourselves and know who we are, we need winter. ”
 — Maretha Maartens



***RECOMMENDED THE RIGHT AMOUNT OF HELP FROM VOLUNTEERS** — HOL: 95.8% / National Average: 94.3%

OUR VOLUNTEER SERVICES

Our volunteers are an integral part of our team. Their work, both with patients & families and in support of our mission elsewhere, is essential to providing the best in end-of-life care. This year we had **130** active volunteers offering **11,946** hours of support. Their gift of time is equivalent to **\$182,496**. Our volunteers help to provide those precious moments that turn into special memories.

OUR BEREAVEMENT SERVICES

Our Bereavement Team provides grief and loss services to both our hospice family members and our community at large. In 2018, our team actively supported those families and community members of any age grieving from expected and unexpected losses. Support was provided to **486** hospice families and **876** sessions with community members. **63** of those sessions were with new clients. In addition, we facilitated nine group sessions, two memorial sessions and hosted “A Gathering to Remember,” along with our annual Lights of Love and Candlelight Memorial Service in December. In September, the family retreat brought **48** children and adults together. Throughout



the year, we provide school-based support through our Kaleidoscope program – this year we served **9** school districts in Lenawee County.

Although you can get lost in the sheer numbers we served, our team is present for each individual we support. They know the impact a loss can have on a young child or teen.



They understand that losing a spouse after 50 years together brings a new normal filled with firsts – the first birthday without, the first anniversary alone. They realize the importance of grief shared and work to facilitate opportunities for healing. This is a team of experts who are called to this Hospice of Lenawee Mission.

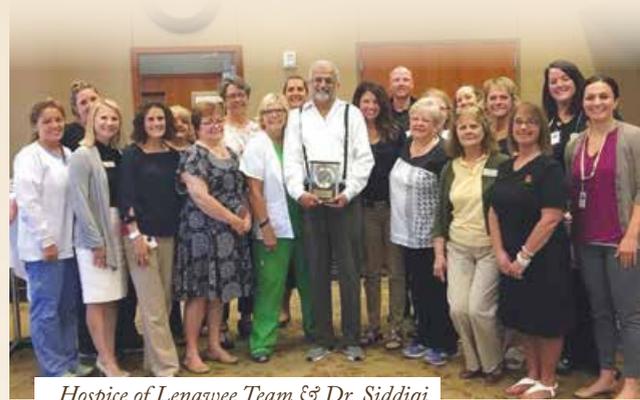
***RECOMMENDED RIGHT AMOUNT OF EMOTIONAL SUPPORT IN WEEKS AFTER DEATH** — HOL: 91.8% / National Average: 89.1%

“ Never lose sight of the comforting fact that always; spring comes after winter. — Sally Ozrovec ”

OUR CLINICAL TEAM

Our Clinical Team is at the core of the compassionate care we provide and are often mentioned by name in the many thank you notes, cards and emails. Because of our clinicians' skilled expertise, 2018 once again brought many accolades and achievements. Among them...

- » Voted Lenawee County's Best Nonprofit
- » Hospice Honors 2018
- » Our Director of Patient Care testified in front of the House of Representatives Sub-committee on Health Policy and the Senate Sub-committee for the safe disposal of medications.
- » Continued high marks in family surveys for all interdisciplinary services, including our Social Work and Spiritual Care Team, regarding their support of those who care for their loved ones.
- » 157 patients were lovingly and expertly cared for in our Hospice Home.
- » Throughout the year, 4,200 medical professionals and community members attended presentations by Hospice of Lenawee on the topic of End-of Life Care.
- » 100 pinning ceremonies for patients who were Veterans through our We Honor Veterans program.
- » Offered numerous student experiences and internships through clinical rotations in our community, at our Hospice Home and our Administrative offices.
- » Celebrated 17 years of dedicated clinical oversight by Dr. Siddiqi.
- » Welcomed our new fulltime Medical Director, Dr. Justin Voorhees. (See Bio below)



Hospice of Lenawee Team & Dr. Siddiqi



Amy Francoeur, Rep. Bronna Kahle, Travis Havens & Andrea Miller



Dr. Justin Voorhees and his Mentor, Dr. John Mulder

OUR HOSPICE OF LENAWEE MEDICAL DIRECTOR

Justin G. Voorhees, MD

Dr. Voorhees received his medical degree from Ross University School of Medicine. While in practice as a general internist at Spectrum Health Medical Group in Grand Rapids, he developed a passion for managing patients that were terminally ill. He was then accepted into a Palliative Medicine Fellowship program at Mercy Health Grand Rapids in affiliation with MSU. He is board certified in both Internal Medicine and Hospice and Palliative Care Medicine. "Dr. V" as our staff, patients and families affectionately call him, joined Hospice of Lenawee in July of 2018. He has become known for his brilliant clinical mind and his warm bedside manner.

“ Every summer has a story. — Unknown ”

***RIGHT AMOUNT OF RELIGIOUS/SPIRITUAL SUPPORT FOR CAREGIVER** — HOL: 96.7% / National Average: 94.2%

REVENUES AND SUPPORT

REVENUE

Medicare	\$ 6,509,485
Medicaid	1,655,748
Commercial Insurance	339,898
Self Pay Room & Board	186,921
Public Support	626,468
Investment Earnings	(180,366)
Miscellaneous	7,087
TOTAL REVENUE	\$ 9,145,241

EXPENSES

Program Services	\$ 7,953,663
Administration	1,186,031
Uncollectable Pledges	153,000
Use of Restricted Funds	85,000
Fundraising Expenses	187,496
TOTAL EXPENSES	\$ 9,565,190



CENSUS

Between when we were founded in 1982 and 2008, we served **4,098** patients. Below is a diagram showcasing the number of patients served *in the last 10 years*, from 2009 to present day.



Amy Francoeur & Deb Kemper

***RIGHT AMOUNT OF EMOTIONAL SUPPORT FOR CAREGIVER —**
 HOL: 95.6% / National Average: 94.6%

“ Life starts all over again when it gets crisp in the fall.
 — F. Scott Fitzgerald ”

THANK YOU TO OUR DONORS

We are grateful to all of those who made the decision to support Hospice of Lenawee in 2018. Your faith in Our Mission means so much, not only to our team, but also to those we have the privilege to serve.

OUR HOSPICE HEART ENDOWMENT



supports those patients who are uninsured or underinsured. It was established to confirm that we will never turn anyone away. In 2018, we provided charity care in the amount of **\$31,131**. In addition, our Endowment grew to **\$669,495**.

OUR KATHY GOETZ BEREAVEMENT ENDOWMENT



is named for our late Director of Bereavement, who passed away under our care in 2015. Kathy was instrumental in growing our community grief and loss programs, which we provide to anyone in the community who has suffered a loss, regardless of whether we have served them through their end-of-life journey. These services are provided at no cost to the participant. The KGB Endowment has grown to **\$298,804** in 2018.

OUR FRANK & SHIRLEY DICK LEGACY CIRCLE



was established in 2018. For those donors who made the decision to leave a bequest to Our Mission, the Legacy Circle Recognition wall was unveiled to the community in October of 2018. Often those donors who feel a connection to us are unable to demonstrate that passion through a gift in the present and therefore choose to do so through a planned gift.

We encourage those who have an interest in making a gift to Hospice of Lenawee to contact our Development Director at (517) 263-2323.

EVENTS



Dinner, Denim and Dancing



Run, Walk & Eat



All Wheel Ride

HOSPICE HOME DONOR STORY

Robert Vogel



To say “Thank You” is not justice to the feeling we have for the entire wonderful, loving staff of Hospice of Lenawee.

My daughter is in the health care field. She witnessed me physically loading my mother into our pickup to rush to the emergency room for perhaps the 8th time in 4 months. Her words will stick with me forever. She said – Grandma should not go back to the hospital. She needs hospice care. Like most people, I had not given the end-of-life journey much thought. I of course knew of hospice and was aware of the new Hospice Home in Lenawee County, but knew very little about the Hospice Mission.

After yet another critical care stay, we were able to have mom placed in the Hospice of Lenawee Facility.

At 5:15 pm on August 16th, 2013 our lives changed when mom entered her room at Hospice. She was relieved, thankful and visibly elated with the beautiful surroundings. She ate dinner, chatted with the nurses and aides and told us how grateful she was to be there. She was also able to have uninterrupted sleep for the first time in weeks. Mom did not regain consciousness from that sleep and her last responsive time was one of complete joy and relaxation.

— Robert Vogel

“ How people die remains in the memory of those who live on.

— Dame Cicely Saunders ”

***WOULD RECOMMEND THIS HOSPICE —**
92.5% answered Definitely Yes for Hospice of Lenawee, 86.5% was the National Average.



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“My sun sets to rise again.”

—ELIZABETH BARRETT BROWNING



Photos by wePhoto



HOSPICE *of* LENAWEE

1903 Wolf Creek, Adrian, MI 49221

hospiceoflenawee.org

517-263-2323