

HOSPICE of LENAWEE

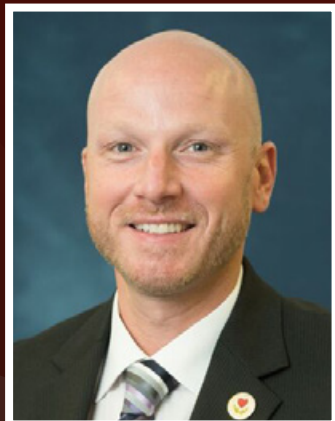
*We Carry Your Heart In Our Heart*



DE·FIN·ING HOS·PICE

**2019 ANNUAL REPORT**

## FROM THE PRESIDENT



Each year I spend with Hospice of Lenawee I am amazed at the commitment to Our Mission, not only by our exceptional team, but also by our community. This year was no different. We chose the theme of our 2019 Annual Report to be “Defining Hospice” as a way to exemplify the many different words and accolades that are used in describing and recognizing Our Mission that is important to so many.

Once again, Hospice of Lenawee received the Hospice Honors Award. We are particularly mindful that this honor is a direct result of a third-party survey administered to assess hospice care by hospice families. We are measured along with all others and each year we are ranked in the top 10% of hospices in the country.

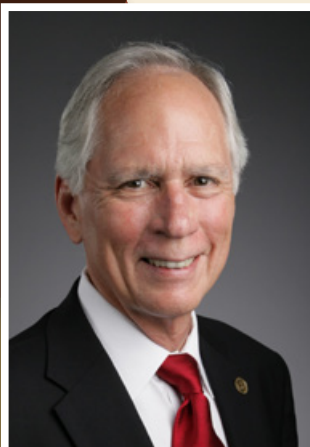
In 2019 we were voted as the “Best Non-profit in Lenawee County” for the third consecutive year. As we are humbled to have been chosen among the extraordinary non-profits we serve alongside, we are also proud of the totality of that distinction. This award acknowledges more than just our care, but also our financial stability, our employment appeal and our recognizable brand.

So, is this what defines us? It is certainly part of it; however, what we feel really defines who we are and what we represent to those in need of hospice care is found when digging into the unending boxes of personal notes that we receive on a weekly basis. These cards express heartfelt gratitude for the experience provided to families at the most sacred time of life. In fact, they often begin with something like (and I’m quoting) “Dear Super *Heroes*.” Throughout this report, you will glimpse just a few of the words written by our families to define who Hospice of Lenawee is to them. It is a privilege to share them with you.

*Sincerely,*  
Travis Havens — President & CEO

**HE-RO (plural: heroes)** — *a person who, in the opinion of others, has special achievements, abilities, or personal qualities and is regarded as a role model or ideal*

## FROM THE BOARD CHAIRMAN



**2019** proved to be another successful year for Hospice of Lenawee (HOL). As I end my term as Board Chair, I found it both ironic and appropriate that the theme of our Annual Report be one of defining Hospice. Over the past year, I found myself thoughtfully contemplating this organization and its Mission frequently.

I’m so very proud of this Board, its Executive Committee, the standing committees, and the HOL leadership and staff. We have functioned as a diverse group of professionals with varying expertise and experiences; we have worked closely and cohesively and met the challenges head-on to forward the Mission of HOL. One of those challenges was losing one of our most beloved Board members, Dr. Carlton Cook. Dr. Cook was on our founding Board and because of his dedication and unwavering support of our Mission, he was our first Emeritus Board Member. He is missed and, as you will read later, we have honored him through our “DOC” Annual Giving Circle.

We continue to stand as the community’s Hospice and we saw

evidence of their faith in us through an increase in philanthropic support. Our executive decisions center around being the very best stewards of our resources and to see our monetary investments match our commitment to those we serve.

Defining Hospice is beyond the determination of one Board Chair, one staff member, one volunteer. Rather, it is multi-faceted and derived from our community’s perspective, made up of individuals and families who may have never understood end-of-life care before their experience with HOL, but are now the most vocal of advocates.

It’s been an honor, and I feel privileged to count myself among those who have served HOL and be part of its community. Together, our time and talents have promoted inspiration and been important keys to the success of HOL; and this importance is also well-balanced by an awareness that HOL must always look enthusiastically to the future and connect with a clear sense of wholeness.

*With appreciation,*  
J. Lee Johnson, Ph.D., CPA



## 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.

## WHAT IS DEFINABLE ABOUT HOSPICE OF LENAAWEE...

**WE KNOW** what matters, what our patients and those who love them are facing, and we know the important role we play in this journey.

**WE LOOK** within each patient and begin with:  
*What matters to you? How can we get you there?*

**WE BELIEVE** it is about relationships: our patient's relationships with those who love them, and our relationships with those we care for.

**WE ARE** not just a provider of services, but a provider of outcomes: physical comfort, emotional well being, and spiritual peace.

**WE STRENGTHEN** patients and those in their life through knowledge, education, and resources.

**WE OFFER** hope, options, control, solutions, empowerment, and richness of spirit.

*This goes beyond just being a job or a business to us, for us it is a calling.*

"The ministry each of you gives is profound, so very caring and *loving*, and you reach far beyond to help those in need of your gifts and talents."

**LOV-ING** (adjective) — *Feeling or showing love, warmly affectionate; fond*

## OUR BOARD OF DIRECTORS

### EXECUTIVE BOARD

- Lee Johnson, *Chair*
- Bob Vogel, *Vice Chair*
- Chris Clarke, *Treasurer*
- Amy Bergman, *Secretary*
- Todd Carver, *Immediate Past Chair*

### DIRECTORS

- John Barnhart
- Margaret Coyne, *OP*
- Jeff Danley
- Patt Hayes
- Michael Olsaver
- JoAnn Spade
- Julie Yaroch, *DO*
- Mary Myers Bohn
- Maria Crane
- Julie Goll
- Jeanette Henagan
- Dan Peña
- Sally Whelan
- Carlton Cook, *MD, Emeritus Director*

## 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*

### HONORING THOSE HOSPICE OF LENAAWEE BOARD MEMBERS WHO PASSED AWAY IN 2019

DR. CARLTON COOK — *Emeritus Member*  
DR. JAMES FEENEY — *Served 1/2006-12/2014*

*May you Rest In Peace*



## OUR CLINICAL TEAM

Our Clinical Team is known for the exceptional care they provide to our patients and their families. They are humble in taking credit for their skills, expertise and bed-side manor, but following are just a few of the 2019 honors, achievements and “extras” that illustrate just that...

♥ Hospice Honors Recipient through CAHPS – An honor we have been awarded each year since its inception. Hospice organizations are identified through high marks by family surveys completed after the passing of their loved one. In future recommendation of our Hospice, we received a resounding **94.9%** positive rating in comparison to the National Average of **86.7%**.

♥ **160** patients lovingly and expertly cared for in our Hospice Home.

♥ Numerous 5 Wishes presentations by our Social Work team throughout Lenawee County to both community groups and individuals to support the completion of Advance Care Directives.

♥ Through the request and trust of family members, our Spiritual Care team participated in and officiated at **24** memorial services for loved ones cared for by Hospice of Lenawee, some facility-based.

♥ **Thirty** pinning ceremonies were held to honor our patients who are Veterans through our We Honor Veterans program – the Spiritual Care team also took part in Veterans Day celebrations at local facilities.

♥ In our continuation of support of students entering our fields of service, Hospice of Lenawee provided numerous internships within clinical rotations and through our bereavement and administrative departments.

♥ In celebrating one year of clinical oversight by our Medical Director, Dr. Justin Voorhees, we experienced numerous highlights. Among them was the honor of his inclusion as a presenter at the National Hospice & Palliative Care Organization's Interdisciplinary Conference, where he co-presented the well-received “What Do You Mean, the Morphine Isn't Working?”



(l-r) Dr. Richard “DY” Youngs, HOL Social Worker, Amy Mansfield, HOL RN, Tiffany Kilpatrick & Lela Youngs.



Dr. Voorhees, HOL Medical Director presenting to local club



Rick Webb, Spiritual Care Coordinator, honoring a Veteran

“You gave us strength, hope and *comfort*, which brought us peace and harmony as a family.”

COM-FORT (noun) — To ease the grief or trouble of: console

## COMMUNITY OUTREACH & EDUCATION

At Hospice of Lenawee, we make it a priority to help our community to understand end-of-life care and prepare them for what lies ahead. Through our “Conversations with Hospice of Lenawee” program, we offer presentations, workshops and face-to-face meetings on topics and issues that people often don't understand or are not sure where to go for the correct information, such as - Completing your Advance Care Directives, Dispelling the Myths of Hospice and Hospice 101.

In 2019, we participated in **97** Conversations at local clubs, senior centers, churches, expos, physician offices and in living rooms across Lenawee County. And because of these essential conversations, over **5,000** people in our community now have a better understanding of the questions to ask in choosing the right Hospice, the significance of advance care planning and the importance of choosing someone to speak for you if you are unable to speak for yourself.



HOL Medical Director, Dr. Justin Voorhees and Social Worker David Majors engaged in Hospice 101 conversation



HOL Physician Liaison, Anne Sherman and Community Outreach Coordinator, Kara Dominique providing hospice education at local health fair

“We shared laughter and tears, you shared your knowledge and *expertise*, so as to help us through this most difficult time.”

EX-PERT (noun) — One instructed by experience; one who has skill, experience, or extensive knowledge in their calling or in any special branch of learning.





Sharon VanTuyle, Director of Bereavement Services at Candlelight Remembrance Service

## OUR BEREAVEMENT SERVICES

Supporting the families of our patients is made evident in Our Mission: Hospice of Lenawee provides compassionate patient and family-centered care during and after the last season of life. If accepted, we provide bereavement services for at least 13 months after the death of a loved one. This year, our team actively supported **418** families.

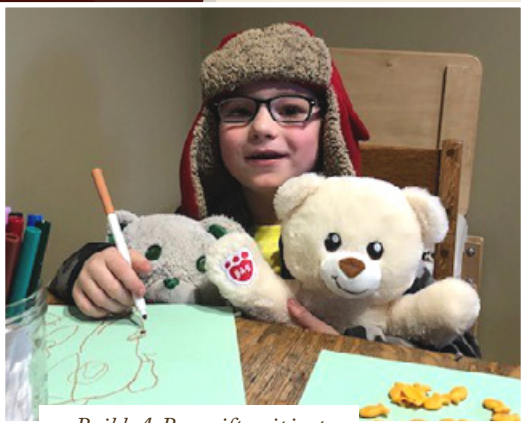
Through our community bereavement, our team worked with **86** clients providing **1,135** sessions at no cost to the participant.

In addition, our school-based support program, Kaleidoscope, served **59** students in **10** Lenawee County School Districts. The students who were dealing with a loss, were referred by school staff and participated in individual grief and loss support with our Community

Bereavement Liaison. In 2019, Hospice of Lenawee expanded our website to include a Kaleidoscope page for teachers, counselors and parents who request information and resources that deal with the grief process.

Our Bereavement program also facilitated **six** ongoing support groups throughout the year, conducted **11** presentations and hosted our annual Candlelight Remembrance, which was attended by **120** community members to honor and remember someone who had touched their life.

We were grateful to have received a grant to support our Family Retreat and additional grief and loss resources from the Berlin Foundation. In addition, Build-A-Bear provided **48** stuffed bears to provide a hug to those children and teens participating in our services.



Build-A-Bear gift recipient

You are an incredible group of caregivers whose love and service has *ouched* our lives forever.

**TOUCHED — 1:** *emotionally stirred (as with gratitude)*

## OUR VOLUNTEER SERVICES

Medicare regulations require direct care hours by our staff be matched by at least **5%** with volunteer hours. When this was enacted in 1982, it was in part to help keep our services community-oriented. Hospice of Lenawee volunteers are of different ages and backgrounds and take pride in the undeniable fact that they are a vital part of our patient and family-centered care. In 2019, our volunteers matched **18.6%** of staff direct care hours. Combined volunteer direct and in-direct hours totaled **11,954.58!** But more importantly, they continue to bring their hospice heart to each element of their selfless support.



Norma Zimmerman, dedicated bereavement volunteer



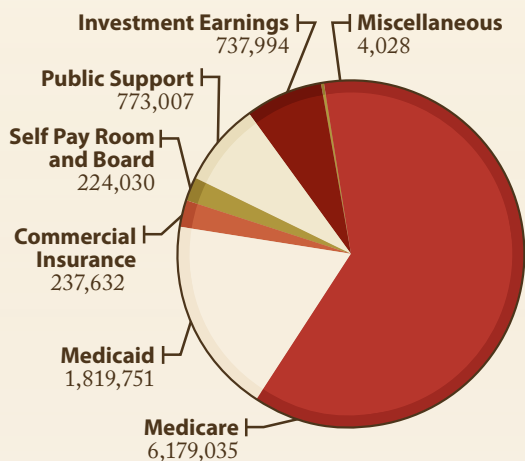
Annual Volunteer Appreciation Lunch – volunteers hear Travis Havens, HOL President & CEO present the Organization Update

“Not only did you work tirelessly taking care of Mom, but you always showed kindness, concern and *upport* for our entire family.”

**SUP-PORT — a.** *To keep from weakening or failing; give confidence or comfort to*

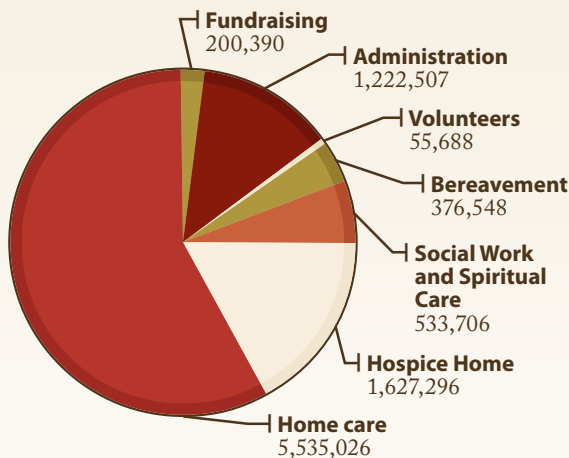
## REVENUE

TOTAL REVENUE  
9,975,477



## EXPENSES

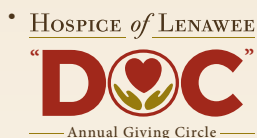
TOTAL EXPENSES  
9,551,161



## DEVELOPMENT PROGRAMS

2019 was a banner year for our Development Program. Many in our community made Our Mission a philanthropic priority and we are grateful beyond words.

The year brought some very exciting moments and also the sad passing of a patriarch, which in turn, spurred the establishment of our Annual Giving Circle. Following is a brief review of this milestone year:



February 20, 2019 – Dr. Carlton Cook, a Founding and Emeritus Board Member, passed away, leaving a legacy of family, friends, colleagues and mentees. In honor and in memory of his extraordinary life, Hospice of Lenawee created the “DOC” Annual

Giving Circle. His commitment to Our Mission will live on through this Circle and continue to make a marked difference well into the future.

- Our “Throwdown for Hospice of Lenawee” event raised over \$80,000 to support our charity care through the Hospice Heart Endowment.



Kapnick Insurance Group – Throwdown Masters Sponsor

- Our Annual Lights of Love brought in a significant increase in financial support in honor and memory of those people who continue to live on in the hearts of those they touched.

- The community met a challenge grant to support the Kathy Goetz Bereavement Endowment, which was created to help solidify our community grief and loss programs for years to come.

## DONOR STORY

Every day I counted my blessings – a great career filled with the laughter of children, a beautiful blended family and the love of a wonderful husband named Bill. Two years ago, we were thrust into unfamiliar territory when Bill was diagnosed with pancreatic cancer. As with any hurdle he had encountered, Bill and his *Strong Will* battled his opponent with grace and determination. However, 8 months later, we found ourselves on our way to our community’s hospice home. We were avid supporters, both verbally and financially of the building of this home. In fact, Bill even stated that when it was his time, he wanted a room overlooking the golf course. Well, we spent 30 hours in that room – counting our blessings together and when he left this earth- the local fireworks filled the skies. Because of the extraordinary care provided within these walls and in homes throughout Lenawee County to us and countless others, Hospice of Lenawee was and always will be My Hospice.

— Marcia Wright



Marcia and Bill Wright

“The greatness of a community is accurately measured by the *compassionate* actions of its members.” – Coretta Scott King

COM-PAS-SION (noun) — The humane quality of understanding the suffering of others and wanting to do something about it.



# THANK YOU 2019 DONORS

— We are grateful for your commitment and faith in Our Mission. —

Below are donors that have provided support in the amount of \$250 or greater during 2019.

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Those who wish to remain anonymous



2019 ANNUAL REPORT



HOSPICE *of* LENAWEE

1903 Wolf Creek, Adrian, MI 49221

[hospiceoflenawee.org](http://hospiceoflenawee.org)

517-263-2323



IN MEMORY OF DR. CARLTON COOK,  
HOSPICE OF LENAWEE  
EMERITUS BOARD MEMBER

—  
8/23/1926 – 2/20/2019