

Community *Benefit Report* 2019



THE
DENVER
HOSPICE
More from life



From the President and Board Chair



Dear Friends,

As we reach out and report on our community impact in 2019, made possible with your support, we understand that we're living now in a fundamentally different year.

COVID-19 may have added significantly to the anxiety and emotion that's evoked by hospice and palliative care even in the best of times. Driven by our dedication to the highest-quality life-enhancing care, our team of compassionate caregivers is rising to this challenge to meet the needs of our community. Thank you for your ongoing support during these unprecedented times.

Each year the team at **The Denver Hospice** and **Optio Health Services** continues to innovate to be more responsive and better equipped to address the needs of our community.

Our mission is to encircle those facing advanced illness with unprecedented levels of comfort, compassion and expertise. In 2019, we lived this mission by continuously improving our capabilities and capacities to serve our community. These are a few highlights of how we made strides to serve our community.

- We achieved **Accreditation Commission for Health Care (ACHC) accreditation in Hospice including Hospice Inpatient Care and Palliative Care with Distinction.**
- We achieved re-accreditation with the **National Institute for Jewish Hospice.**
- We broke ground on the **Amy Davis Hospice Support Center** which will allow us to increase and improve our grief and loss services in a permanent owned location.
- We achieved 100% on 5 of 7 quality of care measures (and 99.9% on the remaining 2 measures) based on the **Centers for Medicare & Medicaid Services HIS requirements.**
- In our first full-year partnership with **Rocky Mountain Eye Bank**, 222 corneas were donated and transplanted to recipients who regained sight.

In addition, in 2019 we made it a goal to expand and enhance our pediatric services to address a growing number of young patients. To meet this important demand, we greatly increased our expertise and ability to serve one of our most vulnerable populations by welcoming **Dr. Kimberly Statler-Bennett** to our medical team. **Dr. Bennett** joins **The Denver Hospice** with more than 20 years of experience as a physician, including completion of her **M.D. at the Feinberg School of Medicine at Northwestern University, a Residency in Pediatrics at the Baylor College of Medicine, a Fellowship in Pediatric Critical Care at the University of Pittsburgh Medical Center, and a Fellowship in Hospice and Palliative Medicine at the University of Colorado School of Medicine.**

Dr. Statler-Bennett will lead our pediatric team of specially trained clinical staff, including registered nurses and counselors, who are experts in care for children and youth with advanced and terminal illness. Our pediatric team provides comprehensive care and supportive guidance that optimizes quality of life as children and their families navigate the hopes and griefs associated with advanced and terminal childhood illness. With your help, we have made great strides, and we look forward to the continued growth of our pediatric services.

As we enter into a new decade, **The Denver Hospice** and **Optio Health Services** look forward to continuing to meet the evolving needs of our community and lead the way as the region's leading, largest and most trusted not-for-profit provider of life-enhancing hospice and palliative care.

Thank you for your generous support and continued trust in **The Denver Hospice**. Challenging times like this make us especially grateful for you and your Support.

Melinda Egging
President

Brad Baumgartner
Board Chair

Saying *All* Our Goodbyes:

One Last Visit with a Treasured Friend

When 45-year-old **Heather Jordan** came near the end of her 14-month battle with cancer, saying goodbye to loved ones included an extraordinary final visit with her favorite horse, Rio, in the gardens adjacent to her patient room at the **The Denver Hospice Care Center**.

"It was one of the most beautiful experiences; when the horse arrived he immediately recognized the patient and nudged her on the nose. She was so happy to see her horse and enjoy some time outside in the glorious weather," said **Stacey Stafford**, manager of the **The Denver Hospice Inpatient Care Center** where staff worked with **Heather's** family and friends to coordinate the visit.

Heather spent her life helping others as a Certified Nursing Assistant for many years, before becoming a Certified Occupational Therapist Assistant and devoted Equine (Horse) Therapy student and volunteer. Rio was the main horse she rode and cared for. She missed him during her months of illness. Her

surviving spouse, **Bob Jordan**, said he will never forget the kindness shown to his family at **The Denver Hospice**.



"I'm saddened that she had to experience this at 45. I feel robbed by that. But if you have to go through this, you guys are the people to call," said **Bob**.

Heather received hospice care in the last year of her life. At her stay at the The Denver Hospice Care Center, **Bob** remembers how much she enjoyed the poached eggs.

"The cook there took the time to take me aside and show me how to poach an egg, so that when she was home I could prepare those eggs for her," he said.

He also appreciated the employees' enthusiasm when helping them celebrate their son, Junior's 11th birthday at the Lowry facility. Bob said he is grateful for the lift from those joyful moments during a difficult time for his family. And for their hospice team, it was a true pleasure to help.

"This was such an amazing experience that reconfirmed my choice to want to work in hospice. I do this to help make patients comfortable, give them a quality existence, and if we can make a last wish come true even better!"

said **Stacey** in a thank you note to the fellow hospice employees who made sure **Heather** and **Rio** could reunite one more time.

When Giving Is Getting:

A Veteran Volunteer Forms Deep Connections

Volunteers at The Denver Hospice are important members of our circle of care, generously sharing their time, talent, and compassion. **David “Bubba” Stevenson** says he has personally received more from his volunteer efforts than he could ever give.

“I should be paying the hospice,” says Bubba. “I was a fighter pilot in Vietnam in 1969. ‘Fighter pilots are never going to die’ is the mindset, even though I did get shot down and trapped. A pararescueman came down and rescued me, or I would be dead.”

When **Bubba** returned to Denver in 1971 after medical retirement from the Air Force, he transitioned into civilian life quickly and didn’t allow himself to dwell on his experience serving overseas.

“Nobody wanted to talk about it, so it is something I put on the back shelf. And I didn’t even think of myself as a veteran until I started volunteering to visit (veterans’) homes.”

In 2017, **Bubba** began visiting with patients and families in their homes or health care facilities, including the **Colorado State Veterans Home at Fitzsimons**. That is when he first discovered the special connection he had with fellow veterans. One day, one of those patients, Jim Geist, turned out to be an old friend and co-pilot he had flown with in Vietnam almost 50 years ago.

“I even spoke at his memorial service soon after. It was the first time I cried in a long time,” Bubba recalls.

Bubba says volunteering at **The Denver Hospice** has helped him overcome his reluctance to think or talk about death, and it has also helped him connect with his feelings which he was not used to acknowledging. Two days a week **Bubba** serves as a greeter at **The Denver Hospice Care Center**, where he has received one of the greatest gifts -- becoming dear friends with fellow greeters.

“I’m almost 80 years old now and I’m going, ‘What? You didn’t do friends? How rewarding it is! Hospice brought me that.”



At **The Denver Hospice**, we place great emphasis on staff education and caring for veterans facing a life-limiting illness. We are proud to be the first hospice in Colorado to reach the highest possible status -- Level 5 Partner -- with **We Honor Veterans**, a joint program of the **National Hospice and Palliative Care Organization** and the **Veterans Administration**.



The Denver Hospice Mission

We encircle those facing advanced illness with unprecedented levels of comfort, compassion and expertise.

The Denver Hospice is the region's leading, largest and most trusted not-for-profit-provider of life-enhancing hospice and palliative care.

We offer more expertise, more resources, and a more complete continuum of compassionate care to patients facing life-limiting illnesses and end-of-life transition.

We are uniquely qualified to help patients and their families get more from life.

We believe no matter where you are in life's journey, you deserve to get the most out of every day.

We believe you should have more opportunities to create memories and moments of joy.

We believe in less pain and more quality of life.

We believe your wishes should be heard and respected.

We are here to give you more. It's not just our job, it's our calling. And we wouldn't have it any other way.

Our Beliefs

We believe in more.

The Denver Hospice And Optio Health Services

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THE
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The **Denver Hospice** provides high-quality, life-enhancing hospice and palliative care services for patients with a life-limiting illness or terminal diagnosis. We offer patients and families more options and more control about how they want to manage their illness and their day-to-day lives, allowing them to enjoy more from life. In 2019, **The Denver Hospice** and our palliative care program, **Optio Health Services**, provided care to nearly

5,000
PATIENTS.

HOSPICE
CARE

3,803

PALLIATIVE
CARE

1,090

TOTAL
PATIENTS

4,893

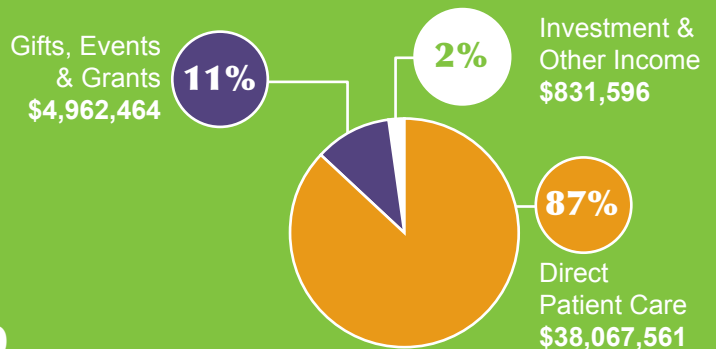
Revenue and Expenses

Our work is guided by our not-for-profit mission to put people before profits and encircle those facing advanced illness with unprecedented levels of comfort, compassion and expertise. We frame all decisions, strategies, personnel, programs and community outreach with the single focus on what is best for patients and families. Our service to the community includes providing hospice and palliative care to those in need and no ability to pay.

2019

REVENUE: \$43,861,621

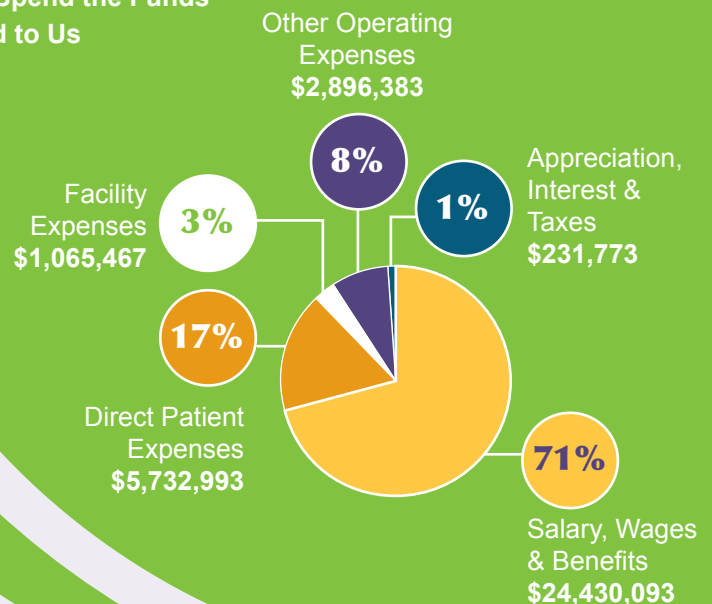
Sources Of Revenue



2019

EXPENSES: \$34,356,709

How We Spend the Funds
Entrusted to Us



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As the region's leading mission-driven hospice, **The Denver Hospice** is committed to ensuring the long-term sustainability of the not-for-profit hospice model. In 2014, we became the founding affiliate member of **Care Synergy**, an umbrella organization that provides mission support services for not-for-profit, community-based care organizations serving **Colorado's Front Range**.

Care Synergy better positions **The Denver Hospice** and its other affiliate organizations to:

- **Expand our geographic footprint of care delivery**
- **Share best practices and care for more Coloradans**
- **Be better positioned to meet the continuing changes in health care**



The Denver

Hospice is a 501(c) (3) not-for-profit, mission driven organization. Since 1978, more than 200,000 families have turned to us for comprehensive and compassionate care of loved ones living with advanced illness.

We serve nearly 4,000 hospice and 1,000 palliative care patients and their families every year in nine metropolitan Denver counties, from Boulder to Castle Rock and from Golden to Bennett. We provide care in our patients' homes, our state-of-the-art Inpatient **Care Center**, retirement communities, assisted living residences, skilled nursing homes and other locations where our services are needed.

The Denver Hospice has the advanced knowledge and ability to address the demands of pain management and end-stage illness with dignity and privacy. As the need for expertise in complex end-stage illnesses continues to grow, we will continue to lead by offering innovative programs and serving every Coloradan regardless of their ability to pay.



***Please Donate
TODAY***

THE
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