

# THE DENVER HOSPICE

More from life



2020 COMMUNITY  
BENEFIT REPORT

# Letter from President and Board Chair

Thank you for your ongoing support of The Denver Hospice. We are pleased to share with you our Community Benefit Report for 2020.

We can imagine this past year has been unsettling for you, as it has been for everyone, and we want to thank you for you for thinking of us during some of our most challenging times.

Our mission is to encircle anyone facing advanced illness with unprecedented levels of comfort, compassion and expertise. In 2020, alongside our community, we faced the coronavirus pandemic. This was truly unprecedented as we worked tirelessly to keep our patients and staff safe during a time of uncertainty. We worked to fulfill our mission by expanding and increasing our capabilities to serve those in need of our services in the Denver metro community. Among many advances we made in 2020, these are a few highlights:

- We opened the newly constructed Amy Davis Hospice Support Center on our Lowry Campus, adding dedicated grief support spaces and education and training facilities.
- We opened a new office in Westminster to be more responsive and better serve patients and families in the north metro area.
- We expanded the Footprints Children’s Services program, adding specialized staff to care for some of the most vulnerable patients we serve – infants, children and teens.
- We were the first hospice in Colorado to achieve Level 5 partnership with We Honor Veterans, a collaborative program with the National Hospice and Palliative Care Organization and the Department of Veterans Affairs.
- We earned re-accreditation from the National Institute for Jewish Hospice.
- We achieved 100% on all seven quality of care measures based on the Centers for Medicare & Medicaid Services hospice quality reporting requirements.

Driven by our dedication to the highest-quality life-enhancing care, our teams at The Denver Hospice and Optio Health Services continue to create ways to be more responsive and better equipped to address the needs of our community. We invite you to read more about how we improved our abilities to provide care and services in 2020.

Thank you for your generous support and continued trust in The Denver Hospice.



Melinda Egging

A handwritten signature in black ink that reads "Melinda Egging".

President



Brad Baumgartner

A handwritten signature in black ink that reads "Brad Baumgartner".

Chair of the Board of Directors

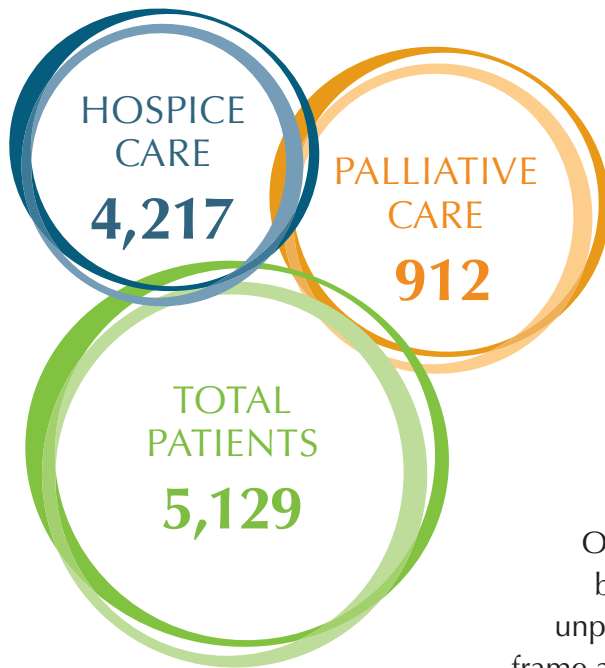
# 2020 Financial Highlights

## MORE TO LIFE.

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 2020, The Denver Hospice and our palliative care program, Optio Health Services, provided care to over

## 5,000 PATIENTS.

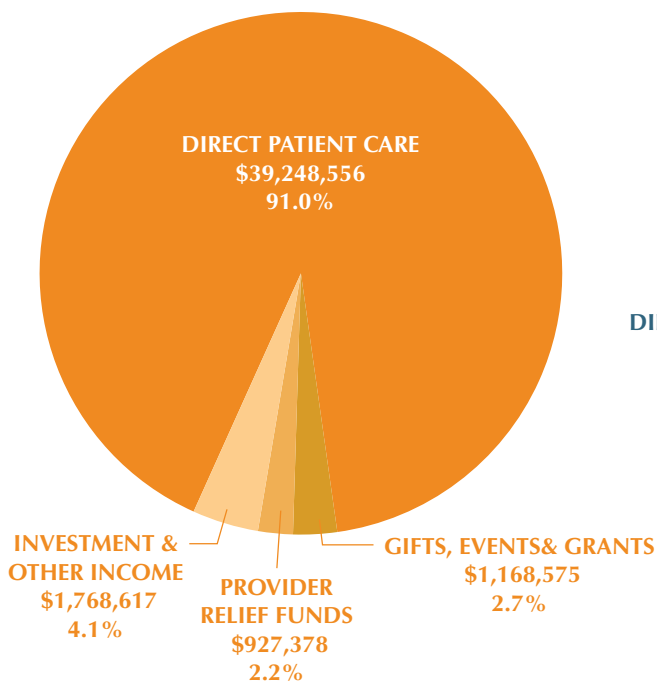


## REVENUE AND EXPENSES

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 regardless of ability to pay.

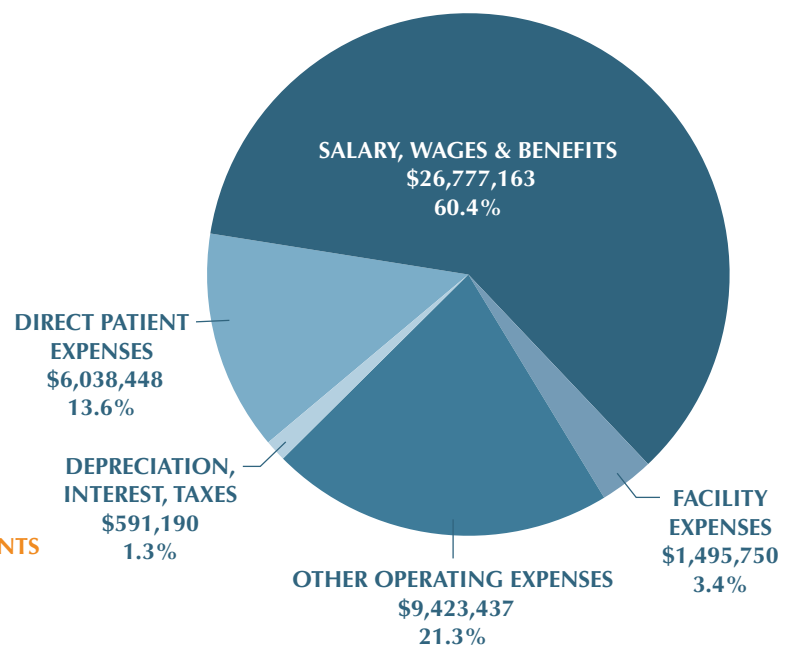
REVENUE: \$43,113,126

### SOURCES OF REVENUE



EXPENSES: \$44,325,988

### HOW WE SPEND THE FUNDS ENTRUSTED TO US



# Denver Hospice Stories

## Bowling with Tommy: A Patient's Surprising, but Perfect, Last Wish

A special request from one of our hospice patients caught friends and family by surprise, but ultimately proved to be the perfect choice for one last memorable outing with loved ones.

Tommy O'Neill, 35, wanted to go bowling. His wife, Amanda Rusch, recalled, "Tommy and I had never gone bowling before. He never went bowling. I was totally confused!"

The proud and dedicated father of two young children, ages two and four, Tommy's reasoning for the experience became clear.

"He said he wanted to go bowling with our kids for their first time," Amanda explained.

Tommy was diagnosed with spindle cell sarcoma, an aggressive form of cancer, in March 2020. His doctors believed he had only months to live. Due to the COVID-19 pandemic and the threat of a new viral illness, Tommy wasn't able to leave his house for several months.

Soon after Tommy began receiving care from The Denver Hospice, our team was honored to work with his family and friends to make his final wish possible. More than two dozen of his loved ones came together for a bowling bash at Holiday Lanes in Golden.

"It was amazing because that was the only time, and the last time he got out of the house. His friends were there, and people from the hospice showed up. It was like a normal night for him, and the hospice made that possible," Amanda said.

"My son is just two, and would go pick up an 8-pound ball, try to run it to the lane, throw it down the lane, and run back for another ball. He did that for two whole hours!" said Amanda. "The kids loved it, and Tom loved being there with them and helping them. It was amazing. He smiled the whole night."

It would become his final opportunity to gather with friends and family prior to his death the following

week. Amanda says she will forever cherish the memories made and the beginning of a new tradition for her family.

"Clearly we need to go bowling more!" she exclaimed.

Amanda offers generous praise for The Denver Hospice care team who supported Tommy and her family through his final weeks at home.

"They are the most amazing people I have ever met. No matter what we needed, what we asked for, it was done with a smile. It takes a very special person to come in at the darkest time of your life – being there, supporting me and supporting our kids," said Amanda. "Because of these people, they made my husband's last month of his life the most enjoyable that he had since his diagnosis."

She is especially grateful for Tommy's nurse, Rachel, and certified nursing assistant, Nicole.

"These two amazing people made us feel like family. They never made us feel like we were just patients. I'll forever be indebted to those two. They were like our angels."



## Celebrating the Season with Holiday Meal Donations

The Denver Hospice staff came together for the 2020 holiday season. Together, the team of elves gathered meals for more than 60 families along the Front Range, helping more than 225 people celebrate the holiday season.



## Footprints Expands Palliative, Hospice and Grief Care for Denver-area Pediatric Patients

Footprints Children's Services, a program of The Denver Hospice that provides palliative, hospice and grief care, in 2020 expanded its expertise and resources for young patients and their families in the Denver metro area.

Pediatric hospice, palliative and grief services fill a critically important role for children and their families. At any given moment, Footprints serves an average of 60 children and young adults with hospice or palliative care. Footprints program includes child life specialists, registered nurses, chaplains and social workers, all with extensive experience with children.

Dr. Kimberly Bennett provides medical direction for Footprints. Board-certified in hospice and palliative and pediatric medicine, Dr. Bennett completed a residency in pediatrics at the Baylor College of Medicine and a fellowship in pediatric critical at the University of Pittsburgh Medical Center.

Staff who work with pediatric patients in hospice and palliative care are trained by the End-of-Life Nursing Education Consortium, an education initiative designed to improve palliative care.

Footprints services include:

- Hospice care, which provides comfort, pain relief and quality-of-life care for children with a terminal diagnosis.
- Palliative care, which focuses on providing children relief from the pain and stress of serious illness.
- Concurrent care, which ensures a family can receive both comfort and curative care for their child at the same time.
- Respite care, which provides caregivers short-term relief when day-to-day care for a child with an advanced illness becomes physically and emotionally demanding.
- Anticipatory grief counseling, which helps children ages 3-17 who have a loved one facing a life-limiting illness and end-of-life transition.
- Counseling for families following the death of a child, which provides fellowship with others experiencing similar losses, including individual and group counseling for a full year after loss.

Dedicated children's and family counseling areas are located in the newly opened Amy Davis Hospice Support Center.



# Denver Hospice Stories



## The Denver Hospice Opens New Support and Grief Center on Lowry Campus

The Denver Hospice made a huge leap forward in 2020 with the opening of the Amy Davis Hospice Support Center.

Named in honor of the late philanthropist Amy Davis, the 24,000 square foot center is located on The Denver Hospice's Lowry Campus in Denver, adjacent to The Denver Hospice Inpatient Care Center.

The addition of the Amy Davis Hospice Support Center means The Denver Hospice can continue to respond to expanding needs of the community.

“The center allows us to expand the Footprints children’s care program, enhance adult and child bereavement services, increase space available for medical education, provide a complimentary meeting space for other not-for-profit organizations, and greatly reduce administrative operational costs — allowing more resources to go to patient care,” said Melinda Egging, president of The Denver Hospice.

The building also is the home of Care Synergy, a network of not-for-profit Colorado hospice, palliative and home health providers including The Denver Hospice.

## Opening of North Office Allows The Denver Hospice to Better Serve the North Metro Area

The Denver Hospice opened a new office in Westminster, enabling it to better serve patients and families living in the northeast and northwest portions of the Denver metro area. The Denver Hospice celebrated the opening of the new office on Sept. 29.

The North Office is located along Highway 36, just off Sheridan Boulevard. It will serve as a hub for clinical staff to coordinate care needs, obtain supplies and provide community grief support services.

“Staff traveling into Denver to meet, gather necessary supplies and then turning around to go back into their service territory wasn’t helping us deliver better patient care. The Westminster office has been a long time coming to help our teams be more efficient and deliver even greater patient care,” said Melinda Egging, President of The Denver Hospice.



# A Note from Care Synergy

As the region's largest end-of-life care network, Care Synergy provides mission support services for not-for-profit, community-based hospice and palliative care affiliate organizations, including The Denver Hospice.

We understand the impact of the COVID-19 pandemic may have added significantly to the anxiety and emotion that's evoked by hospice and palliative care even in the best of times.

In 2020, Care Synergy worked to fulfill our purpose by helping The Denver Hospice and our other affiliate organizations meet the challenge of a world-wide pandemic and better serve the patients and families they serve.

With the direct support and assistance of Care Synergy, The Denver Hospice rose to the challenge presented by COVID-19 and actually provided their services to more patients and families than they had in any previous year.

Care Synergy helped to sustain The Denver Hospice by helping to acquire critical Personal Protective Equipment (PPE) so that the staff could be personally safe and safely provide care to patients and families.

Care Synergy recognized and supported employees with the creation and implementation of additional benefits and compensation programs protecting their jobs, health and livelihood.

We're proud of the progress The Denver Hospice made during 2020, opening the Amy Davis Center on the Lowry campus and opening an office in Westminster. Both are important milestones, ensuring that The Denver Hospice will continue to meet the growing needs of the metro Denver area.

Driven by the dedication to support the highest-quality life-enhancing and supportive care, our Care Synergy affiliated organizations are rising to this challenge to meet the needs of the communities they serve. Thank you for your ongoing support during these unprecedented times.



Tim Bowen

CEO and President of Care Synergy  
CEO of The Denver Hospice



**In 2020, The Denver Hospice served 709 patients with COVID-19**

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Our Mission is to encircle those facing advanced illness with unprecedented levels of comfort, compassion and expertise.

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