2016 ANNUAL REPORT

THE DENVER HOSPICE
Dear Friends,

For 14 years, I’ve had the honor and joy of serving as the Board Chairman for The Denver Hospice. In that time, much has changed with The Denver Hospice. We’ve tackled difficult issues such as shrinking reimbursements and increased market competition. At the same time we’ve driven unparalleled growth, now caring for more than 4,000 Coloradans annually in their homes, in nursing facilities, and in our own state-of-the-art Inpatient Care Center – whenever and wherever needed.

We welcome Dr. David Scanavino as our new board chairman for 2017 and thank him for his leadership and commitment. I also wish to acknowledge the retirement of board members Wayne Nielsen, Mickey Ackerman, Scott Lowery and Zach Pashel. Each of these gentlemen contributed so much to our growth and success.

Through all the changes, one thing has remained constant – the generous support from our community, donors and friends.

More than ever, I believe a great community is measured by how well we care for each other. Your advocacy, volunteerism and support enables us to be there for families and patients during some of the most tender and vulnerable times in life. It is our mission, and we deliver it with great pride!

We are grateful for your partnership as we navigate the ever-changing healthcare landscape with operational agility and a consistent commitment to top-notch clinical care. In the pages to follow, you’ll see our 2016 results through the eyes and stories of those we serve.

We continue to need your help. Your support enables us serve a growing population, providing hospice and palliative care through a robust team of staff and volunteers dedicated to the comfort and well-being of people facing the end of life.

John J. Horan
Chairman of the Board
Dear Friend of The Denver Hospice,

In 2016, The Denver Hospice strengthened our community impact while maintaining an award-winning, exceptional level of service. At the direction of our Board of Directors, we had the foresight to anticipate and re-organize to address the changing landscape of healthcare policies, shifting reimbursements and increased competition from national for-profit hospices. This allowed us to focus on reach, resilience and the highest standards of clinical care. Some of our 2016 accomplishments include:

- **Growing our hospice** to an average daily census of 560, a 5% increase year over year
- **Serving a total of 1,111 patients** through our Optio Palliative Care Service, a 25% increase from last year
- **Serving over 3,506** individuals and their loved ones
- **Admitting individuals in crisis quickly and efficiently** to our Inpatient Care Center through our “Fast Track” program
- **Keeping re-hospitalization rates below 1%** (national average is nearly 9%)

We’re not stopping there. As a mission based not-for-profit hospice, we are interwoven in the fabric of our community. As the need for expertise in complex end-stage illnesses continues to grow, we’ll continue to lead by offering innovative programs and serving every Coloradan regardless of their ability to pay.

While statistics and accolades are one part of our story, the heart of our work is the expert and loving care each member of our interdisciplinary team provides. Made up of physicians, nurses, social workers, certified nursing assistants, bereavement counselors, chaplains and volunteers - they know exactly what to do and how to help ease the challenges and worries of end-of-life care.

The stories in this report touch on our shared human need to live fully and transition gracefully surrounded in love, dignity and peace. They also show how, through community support, we’re meeting needs together. I hope you’re not only inspired, but that you also feel our gratitude for your support in 2016.

You’re part of our team, and I personally invite you to get involved, share your story and help us continue to redefine care together.

Warmest regards,

Janelle McCallum
President, The Denver Hospice
OUR MISSION

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

The Denver Hospice is the largest, most experienced and trusted end-of-life care provider in the region. We provide hospice and palliative care services for Coloradans with serious illness throughout nine Colorado counties – from Boulder to Castle Rock and from Golden to Bennett.

CARING OPTIONS
We're your go-to resource for all serious illness care.

CARING EXPERIENCES
What matters to you matters to us.

CARING ANSWERS
Open arms and open access for every family and patient.

OUR NOT-FOR-PROFIT STATUS
When Carolyn Jaffe, an ICU nurse, and Peter VanArsdale founded The Denver Hospice in 1978, they wanted it to be a 501(c)3 not-for-profit organization. As a mission-driven organization, we can prioritize delivering the best care that everyone deserves at the end of life. Our services benefit our entire community, not shareholders. That gives us the unique ability to frame decisions on delivery strategies, personnel, new programs, and community outreach around what will continuously enhance care.
Sue Miller was a survivor. This former model, author and breast cancer survivor couldn’t have been more poised or passionate as she discussed her last mission: “I want to help take the fear out of hospice.”

Never one to shy away from difficulty, Sue transformed her fight with breast cancer into what is now the Day of Caring which provides information about preventing, treating, and surviving breast cancer. From dispelling fear of breast cancer to empowering women with mastectomies, Sue took her own struggle and made life better for others. This annual event is in its 38th year and in nine cities around the country. In 2002, in recognition of her many accomplishments and significant impact, Sue was inducted into the Colorado Women’s Hall of Fame.

Her connection to The Denver Hospice runs strong. Sue was in her 70s when she earned her Master’s in Psychology and interned with The Denver Hospice before opening her private counseling practice. When she became seriously ill, she and her family re-connected with The Denver Hospice, requesting our services and support.

She observed, “If you mention hospice to someone, they immediately think that you’re dying. But the care I get is what’s really important. They aren’t caring for me because I’m dying, they’re caring for me because I’m living. Entering hospice care can bring about some very good things. It is nothing to fear.”

Sue passed in our care, May 2017.
2016 HIGHLIGHTS

4,617 patients

- 3,506 in hospice
- 1,111 in palliative care

Our average daily census in hospice:

- 560 hospice patients
- 295 in our palliative care programs

- \( \uparrow 5\% \) in hospice
- \( \uparrow 25\% \) in our palliative care programs year over year

The Inpatient Care Center managed

- 1,308 patients

- \( \uparrow 8\% \) since 2015

5,808 total patients served at the Inpatient Care Center since opening in 2011

Patients Served

- 430 dedicated volunteers provided
- 36,515 hours of service valued at \$828,485

HHCAPHS Honors Award

for Optio Health Services

3 years in a row

270 children served through our Footprints Children’s Grief Center

27\% of all hospice patients served were military veterans

Adult grief program provided

- 15,000 hrs of counseling services

- \$96,000+ donated through Colorado Gives Day 2016

The MASK Project raised

- \$271,934 in 2016
- and nearly \$4.5M since its inception

THE DENVER HOSPICE: PROVEN TO...

ensure care

For 2 years in a row, The Denver Hospice’s re-hospitalization rate is less than 1%.

National average is 8.8%

ensure comfort

- 94% of individuals report comfort within 48 hours of entering our care.

National average is 68%

be the best

- 100% of Coloradans in our palliative care program endorse us.

- 96% of families served in our Inpatient Care Center highly rate their experience.
There are few hospice cases as heart-wrenching as children who have life-limiting conditions. In fact, less than 40% of hospices nationwide are equipped to manage these complex cases. We are one of the only organizations in the Denver metro area that has certified staff able to manage children who are receiving concurrent acute care and hospice treatment, and the only hospice with 24/7 pediatric care coverage.

Through sensitive discussions with family members, our comprehensive interdisciplinary care team defines achievable goals that address all aspects of care – physical, emotional and spiritual – in a manner that provides the patient and family with the highest possible quality of life.

“When we first saw Lennon, he was only expected to live a few days. In bringing him home, his mother Anna, was fiercely hopeful and determined to make the best of whatever time remained,” said Ruth Lingle, his hospice nurse.

Pediatric patients present unique challenges and often cost The Denver Hospice more than an average patient but, thanks to donor support, we are better able to provide whatever is needed to the child and family above and beyond what is reimbursed through Medicaid or private insurance.

From Pediatric Patient to Part of The Denver Hospice Family

One week into this world, handsome brown-eyed Lennon Lucero underwent the first of three open-heart surgeries for Hypoplastic Left Heart Syndrome — a congenital defect where the left side of his heart wasn’t fully formed. Lennon was fragile, but also a fighter. Many procedures followed, and Lennon became accustomed to hospital trips.

At age 2, during a routine surgery which ended up requiring prolonged CPR, Lennon suffered severe brain damage. He was rushed into the hospital’s Pediatric Intensive Care Unit.

The prognosis was grim.

Over his next weeks in the hospital, Lennon was weaned off life-supporting drugs and machines until only the ventilator was left. He fought hard to breathe on his own so that his mother Anna could take him home. Doctors said he may only live two to three days more.

The Denver Hospice admissions, medical and counseling team developed a care plan with the family. Their first goal: ease his pain. “I don’t know what the rest of his life could have been like if it were not for his care team. They listened to me and let me know that my opinion mattered,” says Anna.
From there, Lennon’s health would continue to fluctuate – he would rebound for a time only to relapse again.

“He was trying so hard to stay alive, and it was a race between his brain and his heart,” described Anna, who in the midst of all of it, was training to be a Certified Nursing Assistant.

Lennon improved until Anna was able to take him home. Improvements and subsequent setbacks are often part of what makes treating children so difficult. It is an emotional and physical roller coaster, taking a great toll on caregivers. The hospice care team helped Anna bring Lennon to the Inpatient Care Center at Lowry twice so that she could assure his complete, loving care while getting some respite herself.

For a while, Lennon improved and surprised everyone. He was able drink on his own, and his feeding tubes were removed. Anna did whatever it took to help him relearn to suck, to swallow, even to communicate with his hands for “more” and “no.” But in the Spring of 2016, Lennon was back in the hospital. Ruth Lingle, his nurse, and Haley Scullin, his CNA, stayed with Anna until 4 a.m. to help her cope, offer a heartfelt, honest assessment of what to expect, and assist her in transitioning Lennon home again.

“This is the most difficult part of our work—helping prepare parents for what may happen at the end while being present and engaged with them during their journey,” said Ruth. “For Lennon, it really could have been days or years.”

Anna took her final nursing assistant exam on Friday, in August 2016, then came home and took Lennon swimming. They watched geese fly overhead together. The following Sunday, Lennon passed away peacefully in his sleep.

“That day, it was like he was saying goodbye. Lennon always seemed to have a plan. He waited until I was in a better place,” said Anna.

“We had 10 months longer with Lennon. I think that is absolutely due to the care and love we received through The Denver Hospice,” Ma Joy concluded.
COMMUNITY ENGAGEMENT

Light up a Life Ceremony

Fall of 2016 marked our annual celebration to honor the names of patients added to the Louann and Micky Miller Light Up a Life Memorial Wall through friends, family and colleagues giving in their memory. A celebration of life, connection and enduring love, this event gives families a ceremony and permanent tribute to lives loved and lost.

Community partnerships

In 2016, The Denver Hospice welcomed a new partnership with Apex Ambulance. This caring team knows how to make wishes come true. A patient with end-stage cancer in our hospice home care program asked to see snow one last time. The Northwest team literally set the wheels in motion. Without a lot of snow in the Denver area, they arranged a ride to the mountains through Apex. Not only did the Apex crew decorate the ambulance for her, they arranged a spontaneous snowball fight and stopped for a treat to eat prior to bringing her back. Apex extends our partnership in individualized compassionate care and service – thank you!

Colorado Gives Day and New West Physicians

New West Physicians and The Denver Hospice have shared a longstanding and heartfelt collaboration. Built on similar core values, both organizations are committed to a team approach to healthcare, ensuring excellent service and personalized care for patients and their families.

For the last six years, New West Physicians has made a gift to The Denver Hospice for Colorado Gives Day to help us raise even more funds and awareness of our services. In 2016, New West Physicians donated $45,000 and challenged our community to do the same. This resulted in a 14.5% increase in donors and a 42.5% increase in donations from last year.

Valentine’s Day campaign with Wish of a Lifetime

Volunteers surprised 4,000 seniors with roses on Valentine’s Day

The Denver Hospice does a great job in providing hospice care and grief services for individuals and their families. We are fortunate to have such a wonderful resource in the community.

– Ruth Benton, CEO New West Physicians
Christopher’s Angel Fund

Created in 1989 by Bob and Donna Johnson in memory of their son, Christopher, who passed away at 2 years old, Christopher’s Angel Fund provides financial and resource assistance for the non-medical but critical needs of eligible families receiving services at The Denver Hospice, such as food, clothing, respite care and burial needs.

Shown right: Riding hard and having fun to raise funds and awareness!

SAVE THE DATE! Our 2017 Poker Run will be held in August 27, 2017.
COMMUNITY ENGAGEMENT

Veteran’s Program
The Denver Hospice staffed resource tables and attended the 21st Annual Aurora Veterans Salute luncheon honoring Vietnam veterans. There were 900 veterans in attendance.

Veteran Pinning Ceremony
The Denver Hospice along with All Veterans Cremation co-sponsored a Veterans Pinning Ceremony at Community Living Center at Fitzsimmons in commemoration of the Air Force’s birthday, there were 33 residents pinned by US Army and two-time combat veteran of Afghanistan, Sergeant Austin Davidson.

Being Mortal
The Denver Hospice hosted four screenings - including a session in Spanish - of “Being Mortal”, a Frontline documentary which addresses end-of-life care planning. 117 attendees found the screenings helpful in tackling these often difficult decisions.

Advanced Care Planning
2016 introduced a new collaboration and training program between The Denver Hospice and the University of Colorado Denver made possible by a 3-year grant from Colorado Health Foundation. Volunteers receive specialize training in Advanced Care Planning so they can help palliative care patients and families navigate through disease progression, and provide better care options.

As the first Level Four Partner (highest level) We Honor Veterans program participant in the area, The Denver Hospice takes great pride in honoring Veterans.

More than 27% of our patients are Veterans.

We help families access all appropriate benefits, pair veteran volunteers for support visit and offer additional ways to honor their service. We are grateful to serve those who sacrificed so much for our country.
Reignite Passion – Karen Brown Fund

Appreciating the depth of care and attention received from the team at the Inpatient Care Center during his wife’s final struggle with pancreatic cancer, Randy Brown wanted to give back. With a gift to The Denver Hospice, he established the Karen Brown Education Fund. This fund honors Karen’s warm-hearted nature and unique ability to care for others by supporting staff education and self-care.

Describing his wife Karen, Randy said, “She had a unique gift to recognize and appreciate the talents in others and to make them feel loved and lifted by her presence.”

Recognizing a need to help our compassionate service team members be mindful of their own self-care and what leads to burn out, Karl Shackelford, Chaplain and Grief Counselor, and Teresa Hitt, Clinical Manager, developed, tested and provided a new model for staff resiliency training called Reignite Passion. Held four times a year, this three-day mountain retreat provides a small group the opportunity for education, reflection, rest and personal recovery.

Through this fund, staff who work so hard to ensure comfort and quality of life for those facing a complex or terminal illness will continue to have opportunities to pause and refuel.

Truly, Karen leaves an enduring and indelible legacy.

Optio Palliative Care Services

As the region’s leading hospice care provider, The Denver Hospice and our Optio Palliative Care programs support a true continuum of care for those facing a life-limiting illness. For a prestigious third year in a row, in partnership with Kaiser Permanente, Optio Health Services received the HHCAHPS award for highest quality patient care. In the past year, admissions into our palliative care programs increased by 25% serving over one thousand patients and families.

But just what is palliative care? Our palliative care program offers those facing a serious or chronic illness with a team of professionals who provide coordinated care to address a patient’s physical, psychological, social and spiritual needs. Our services offer an extra layer of medical and social support appropriate at any age and at any stage in a serious disease. Our teams provide care wherever needed. It is a model that has proven effective in reducing the “ins and outs of hospital stays” and oftentimes improves quality of life.
ACCOLADES / RECOGNITION

The proof is in our care.

We are the only providers along the Front Range to receive the HHCAHPS Honors three years in a row, which recognizes high quality care solely from the patient’s point of view.

Having served more than 70,000 Coloradans, we’re proud to say that 100 percent of individuals in our palliative care program recommend us, and 94 percent of Coloradans in our hospice program report comfort within 48 hours of entering our care.

The Denver Hospice contributes to overall healthcare stewardship by reducing costs at the end of life, such as re-hospitalization and other unwanted medical expenses. By providing exceptional pain and symptom management, we give families and patients dignity and peace of mind.

Awards

Optio Health Services received the prestigious 2016 HHCAHPS Honors award

Named Best Non-Profit in ColoradoBiz magazine’s Best of Colorado Business Choice Awards for 2016

Accreditations

We Honor Veterans Level Four Partner (highest level)
We maintain the highest level of commitment to increasing access and improving quality of care for veterans in our community.

Colorado’s Jewish Accredited Hospice
We are Colorado’s first hospice program accredited by the NIJH. Every caregiver participates in training that fosters awareness, sensitivity, and respect for customs and traditions across the entire spectrum of the Jewish faith.
Gene built a successful career as a senior officer at a Fortune 500 company before retiring at age 60. The couple traveled the world’s most beautiful wine regions in Italy, Spain, Argentina and France. For their 10th wedding anniversary they enjoyed a trip to South Africa and the special wine region of Stellenbosch. Sheri said their life together was “truly happy”.

But the shocking diagnosis of bile duct cancer, cholangiocarcinoma, in fall of 2014 made their world come to a screeching halt. After months of ongoing treatment, Gene required emergency surgery. At the same time, Sheri had an accidental fall and ruptured her hamstring. Both were in different hospitals when Gene learned that the cancer had spread to his liver and abdomen lining.

The prognosis was terminal.

“I was just in shock,” Sheri said. With barely any time to process what was happening, she didn’t contact The Denver Hospice right away, as his doctor suggested. “It’s my one regret.”

The hesitation to contact hospice is not unusual. It’s a difficult, often disorienting transition from fighting the disease to accepting the reality that the person you love will soon be gone.

“I wish I had called as soon as we knew.”

Once Sheri did call, The Denver Hospice’s interdisciplinary care team visited their home and assessed Gene and Sheri’s needs to create an individualized care plan just for them. This included access to medical equipment, medications and other services. They also had a care team – including a nurse, physician, social worker, chaplain, certified nursing assistant, therapist and volunteers – in their home.

They were given moments to lay in bed next to each other, cry together and express their love. In the end, Sheri said “I was very lucky to be with him. He had his hand on my chest, just looking at me, and I just saw him go away.”

The Denver Hospice chaplain had prepared her for that final transition, and in the weeks and months following his beautiful memorial at Denver Botanic Gardens, Sheri found solace in bereavement group classes offered by The Denver Hospice.

After her difficult journey through loss, Sheri found joy in giving back. The love she feels when caring for others is gratifying and therapeutic.

Ultimately, Sheri’s gratitude for the care they received was so great, she wanted to give back. She went through hospice volunteer training and learned how to provide pet therapy with her dog, Luna, to bring special moments of comfort to those at The Denver Hospice’s Inpatient Care Center at Lowry.

After her difficult journey through loss, Sheri found joy in giving back. The love she shared with Gene was immense and everlasting, and now the love she feels when caring for others is gratifying and therapeutic.
VOLUNTEERS

WHY I VOLUNTEER ...

MIKE STEPHENS

I wanted to volunteer with a hospice after being a caretaker for my cousin while she was in hospice care. I saw that people who need hospice care can be incredibly vulnerable. Not all of them have family or a support network. Without some kind of assistance, many people would be suffering beyond what is necessary and alone in their final days. I realized that this care does not exist without people stepping into these roles, and I benefit too. Volunteering keeps me grounded in what is really important in life.

ALFREDO RODRIGUEZ-CERVANTES

Hospice care was critically important with my mother and this is my way of giving back. I’m grateful to help those whose primary language is Spanish too, many families don’t know that they can request that. In fact, there is an entire hospice team dedicated to working with Hispanic patients and families.

NHUONG-SAO TON

As I work towards a medical career, I knew I wanted to interact closely with patients and so I decided to volunteer with hospice. I love getting to know the families. One patient in particular treasured me like a granddaughter, and I learned so much about life from her. Her values and beliefs opened my eyes, and I was grateful to have contributed to someone’s life.

HOPE GOLDEN

I had successful adult work life, but not in a way that I could give back to the community. Now I give back to the community and also take something enriching home every day I volunteer.

Joni Hopkins, 24-year veteran volunteer, joins volunteer Elsie Humes greeting families and visitors at the Inpatient Care Center.
2016 REVENUE: $43,183,568

2016 Expenses: $43,175,827
- Program Expenses (Patient) 83%
- Administrative (Salary & Building) 15%
- Fundraising/Other 2%

Funding Sources
- Medicare 71%
- Medicaid 8.5%
- Commercial Insurance 14.2%
- Self Pay 1%
- Fundraising 4.3%
- Endowment 1%

Number of patients served
- 3,506 hospice patients
- 1,111 in palliative care (7,621 visits)
- 1,308 cared for at The Denver Hospice Inpatient Care Center at Lowry
- 27% were military veterans (947 in 2016)

3,195 patients received care in their homes

Most people want to be cared for in their homes, throughout the Metro area.

In 2016, 3,195 patients received either hospice or palliative care in their homes.

Where Patients Call Home
- 69% at home
- 10% Inpatient Care Center
- 19% Long-term care
- 1% Hospital
- 1% Independent Living

Hospice Admission by Diagnosis/Disease
- Alzheimer’s 7%
- Cancer 43%
- Dementia 1%
- Heart/Circulatory 14%
- Kidney/Urinary 3%
- Liver/Digestive 3%
- Lung/Respiratory 11%
- Motorneuron 3%
- Other 7%
- Stroke 8%

Our average daily census in hospice was 560 patients and 295 in our palliative care programs. This is a 5% increase in hospice and a 25% increase in our palliative care program year over year.

The Inpatient Care Center served 1,308 patients in 2016 with an average length of stay of 5 days.
THANK YOU FOR YOUR GENEROUS SUPPORT

Each day, the generous support of individuals, foundations and corporations inspires dedicated staff and volunteers to do life-changing work at The Denver Hospice.

$100,000 +
Daniels Fund
Helen K. & Arthur E. Johnson Foundation

$50,000 +
The Anschutz Foundation
The Ray Moore Jr Trust
The Vivian L. Pliler Trust

$25,000 +
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Thursday, October 26, 2017
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The Ritz-Carlton, Denver
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2017 Heart of Hospice Honoree

The Denver Hospice gives me the opportunity to wake up every day knowing that I am making a difference.

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