

THE DENVER HOSPICE  
More from life

40 YEARS  
1978-2018



## 2018 COMMUNITY BENEFIT REPORT

40 years of life-enhancing care

## Dear Friends,

Twenty-eight was a milestone year for The Denver Hospice. We celebrated 40 years of service to our community! Since the organization was founded in 1978, we have provided thousands of individuals and families with the life-enhancing palliative and hospice care they need to get the most out of life.



For four decades we have led the industry in innovative care. During that time, we have been driven by the belief that hospice and palliative care is not about losing life, but enhancing it. Our nationally-recognized, best-practice model of personalized care supports mind, body and spirit. We give our patients and their families control so their lives are lived with dignity, joy, compassion and unparalleled experience and support.

Throughout our forty years, our mission and our services have made us unique. Our commitment to patient-centered care puts high-quality care above profits and translates to more time, attention and expertise dedicated to every person who needs our services, wherever and whenever they need us.

As we look to the future, we are excited to take the next step in our evolution by constructing the Amy Davis Hospice Support Center adjacent to our Inpatient Care Center on our Lowry campus. Named in honor of the late philanthropist Amy Davis, the 24,000 square-foot, state-of-the-art support center will consolidate all services into one location, enlarge our Footprints Children's Service program, expand adult and children bereavement services, increase the space available for education, provide complimentary meeting space for other not-for-profit organizations and greatly decrease administrative costs.

We thank the community for supporting us and embracing our mission to encircle those facing advanced illness with unprecedented levels of comfort, compassion and expertise.

Sincerely,

A handwritten signature in black ink, appearing to read 'Melinda Egging'.

Melinda Egging  
President



A handwritten signature in black ink, appearing to read 'Brad Baumgartner'.

Brad Baumgartner  
Board Chair



## Board of Directors

At The Denver Hospice, we benefit from the governance and leadership of a Board of Directors that represents the breadth, depth, generosity and spirit of the community we are privileged to serve. Members of our Board of Directors contribute their time, their heart and their knowledge as they guide our mission fulfillment, raise funds, increase awareness of the services we provide and share our story.

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## Generous Volunteers

Volunteers are people with a passion for helping others. They are also important members of our circle of care. Our wonderful volunteers visit patients, help write letters, play cards, read and provide emotional support. Others serve our patients by offering integrated therapies such as aromatherapy, calming touch, music and pet activities, art therapy and Reiki, a Japanese technique for stress reduction and relaxation. Thank you, volunteers, for making our mission possible.



*President and CEO of Care Synergy Tim Bowen (see page 10), chats with Margaret Tews. She has volunteered at The Denver Hospice since 1985. Thank you Margaret for 34 great years!*

### Volunteer Snapshot

327

Volunteers

18,156

Volunteer hours

\$448,278

Value of volunteer hours

87

Age of our oldest volunteer

23

Age of our youngest volunteer

8

Dogs in our pet therapy program

## Employees

Full-time – 264

Part-time – 33

## 40 Years of life-enhancing 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.

## Our Mission

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

## Our Beliefs

**We believe in more.**

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 as many opportunities as possible 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.**



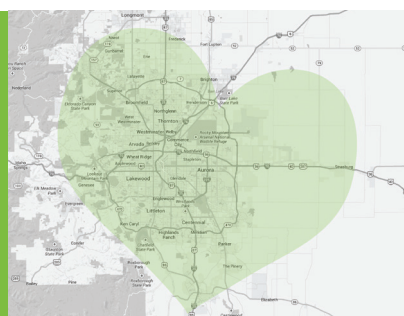
## More from Life

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 2018, The Denver Hospice and our palliative care program, Optio Health Services, provided care to nearly 5,000 patients.

HOSPICE CARE	PALLIATIVE CARE	TOTAL PATIENTS
3,692	1,000	4,692

Our geographic reach across nine counties and the clinical depth of our expertise make it possible for us to provide care for most of our patients wherever they call home.

*(Medicare recognizes a private residence or a patient's continuing care retirement community, nursing home or assisted living residence as home.)*



On those occasions when a patient's pain and other symptoms cannot be managed effectively at home, The Denver Hospice Inpatient Care Center is available for short stays.

The Care Center is also a resource for respite care, which provides short-term relief for primary caregivers. Our 24-bed facility was generously supported by the community and serves all those in need, regardless of their ability to pay.

In 2019, The Denver Hospice provided patient care in the following locations:

- **113,339 patient days at home (63%)**
- **67,619 patient days in an assisted living residence or skilled nursing facility (33.4%)**
- **6,418 patient days in The Denver Hospice Inpatient Care Center (3.5%)**

Our Inpatient Care Center, located on The Denver Hospice Lowry Campus, provided care for 1,086 patients and their families in 2018.



# I feel so blessed by The Denver Hospice

## Helen Morgan wanted things to be different this time.

The months before her mother died in 2017 were difficult. Mom was in and out of the hospital, back and forth to her doctor's office and on and off different medications. Helen was consumed with taking care of her mother and was struggling to keep up. She felt like a failure. Now she knows there is a different way. She knows hospice changes everything.

When her father began to decline in 2018, a kind, compassionate nurse recommended hospice care.

"Our experience with The Denver Hospice taught us that dying well is as important as living well," says Helen. "The hospice team was amazing and took care of everything. I was able to spend quality time with dad instead of worrying about him."

Helen and her dad spent his last few months singing favorite hymns, watching TV sitcoms

and old movies, visiting with relatives and having meaningful conversations.

Their time together was spent in his home where he was most comfortable. His hospice team, which included a physician, nurse, social worker, chaplain and others, came to him. Helen says her dad knew he was okay, safe and loved.

Helen wants families to know there is another way to care for loved ones at the end of life. "Hospice takes patients and families on a different journey," she says. "The Denver Hospice helped us peacefully release dad to his next phase. I encourage everyone to give your loved ones and yourself the gift of hospice. We were so blessed."

*David and Helen Morgan visit the final resting place of Sally Morgan, beloved wife and mother.*



## Integrated Therapies

At The Denver Hospice, our care is centered on giving more. In addition to our expert medical care, we offer special therapies to care for the body, mind and spirit.

Using our hearts and hands, we expand the way we care for our patients. Our therapists use musical instruments, voice, art, animals and essential oil to reduce stress and create calm.

## Bereavement Services go beyond the Medicare requirement

The Denver Hospice Grief Center offers a full range of grief support services to help our patients and families process and explore loss. They include grief support groups, individual counseling, children and teen support and memorial services. Our trained grief counselors understand and support the loss and grief journey.

There were 210 families served by The Grief Center in 2018. This includes 380 children served by our Footprints Children's Services program.

## 2018 Grief Services

- 20 grief support groups met
- 168 hours children's anticipatory grief therapy
- 256 hours children's grief therapy
- 667 hours of music therapy
- 305 hours of volunteers preparing lotions and creams
- 20 hours of memory making art therapy
- 64 hours of coping with loss art therapy
- 276 hours of pet therapy
- 927 hours of Reiki therapy

**2,683+**  
HOURS OF GRIEF  
SERVICES IN 2018

## Children's Services at The Denver Hospice

Families turn to The Denver Hospice when a child is facing a serious, life-limiting illness.

We understand each child is unique and every family is different. That's why we've created Footprints Children's Services. Our pediatric-trained teams have the experience and education to support each child's individual needs while partnering with the family to meet healthcare goals.

### Footprints Children's Services include:

- Palliative care to relieve the symptoms, pain and stress for a child with a serious illness.
- Hospice care to provide comfort, pain relief and quality of life care when a child has been given a terminal diagnosis.
- Concurrent care that can coexist with other treatment plans so families do not have to choose between comfort (hospice) and curative care.
- Continuous care when symptoms are severe and need to be actively managed to enhance comfort.
- Respite care to provide caregivers short-term relief when the day-to-day care of a child with an advanced illness becomes physically and emotionally demanding.
- Unlimited free counseling sessions for anticipatory grief while a loved one is receiving care from The Denver Hospice.
- Children of patients served by The Denver Hospice are offered complementary counseling sessions.
- Members of the community are provided grief counseling sessions on a sliding scale.

*footprints*  
Children's Services at The Denver Hospice



## Advance Care Planning

In collaboration with University of Colorado School of Medicine, The Denver Hospice received a generous grant from NextFifty Initiative to create an innovative Advance Care Planning (ACP) certification and training program for community laypersons. This grant builds on an earlier grant from The Colorado Health Foundation to establish the program.

The goal is to influence culture change among the older LGBTQ (Lesbian, Gay, Bisexual, Transgender and Queer) population and increase the human support of LGBTQ individuals engaging in advance care planning conversations. The grant team is actively recruiting and training community guides on how to initiate advance care planning conversations in the community.

Drawing from the University of Colorado's expertise in measurement and evaluation coupled with The Denver Hospice's experience with continuous quality improvement and community outreach, we are increasing the number of high-quality advance care planning discussions in Colorado among the LGBTQ community. Since the program's inception, 173 individuals have been trained.

Certification involves a 12-hour curriculum-based interactive training over three sessions, plus community-based communication practice.

Certification is attained through successful completion of attending the training sessions,

facilitating three ACP interactions, and a communication skills and ACP content test. The program also partners with LGBTQ and older adult-focused community organizations to increase awareness and education about advance care planning through brief one-hour Brave Conversations sessions.

"It is exciting to witness the growth of trained community guides throughout the training process. Their courage to address the difficult, sensitive topic of advance care planning among their peer group speaks to the need and the program's success."

**Hillary Lum, MD, PhD**  
Co-Principal Investigator

Division of Geriatric Medicine, University of Colorado School of Medicine and Rocky Mountain Regional VA Medical Center

*If you are interested in learning more about advance care planning, visit [TheDenverHospice.org/community](https://TheDenverHospice.org/community).*



## Community Education & Training

In 2018, we introduced The Denver Hospice University to provide the community with end-of-life education. Our presentations are created and delivered by experts in hospice and palliative care and include the following topics:

- Advance Care Planning
- Care of the Actively Dying
- End-of-Life Education
- General Inpatient Care
- Hospice 101
- Hospice and Palliative Care  
What's the difference?
- Medical Aid in Dying
- Safety
- Symptom Management

THE  
DENVER  
HOSPICE  
UNIVERSITY

## We Honor Veterans

The Denver Hospice is the first hospice in Denver to earn Level 4 status in the *We Honor Veterans* campaign, a joint program of the National Hospice and Palliative Care Organization and the Veterans Administration.

The *We Honor Veterans* program ensures each veteran is appreciated and has access to quality end-of-life care. Veterans often have unique needs and we provide specialized support by addressing their physical, emotional, psychological and spiritual needs to improve quality of life.



WE HONOR VETERANS

### Highlights of our program include:

- The Bill Daniels Veterans Wing at The Denver Hospice Inpatient Care Center features the Wall of Honor recognizing veterans for their service
- Each veteran is awarded a Certificate of Appreciation honoring their years of military service
- Social workers help veterans and families access their veteran's benefits
- We collaborate with the VA Medical Center and Regional Department of Veterans Affairs on behalf of our veterans
- Continuing education is provided for our staff and volunteers to enhance care of our veterans
- We offer a Veterans Helping Veterans volunteer program to share experiences and receive support

### Cupid Crew visits Veterans

The Denver Hospice partners with Wish of a Lifetime to deliver roses to veterans and other seniors on Valentine's Day.

Roses are distributed by the Cupid Crew, made up of volunteers from the community. Cupid Crew began as a local initiative in Denver and has grown into a nationwide movement. In 2018, Cupid Crews were active in 13 states and 17 cities.



Director of Business Development Dennis Rodriguez and Liaison Rachel Martinez are all smiles as part of the 2018 Cupid Crew.



Allen Sherrell lives at the Veterans Community Living Center at Fitzsimons. He received a visit and a rose on Valentine's Day from The Denver Hospice and Wish of a Lifetime.



## Quality Measures

All clinical staff members at The Denver Hospice are trained to address pain management and end-stage illness with dignity and privacy. Many of our full-time physicians are board-certified in Hospice and Palliative Medicine. Other clinicians are certified in pediatric care by the Hospice and Palliative Credentialing Center. Because of our credentials and expertise, our patients trust us and are confident we will manage their symptoms and add quality to their lives.

Our quality measures demonstrate our unsurpassed level of expertise and experience.

# 86%

of family caregivers would recommend The Denver Hospice to another.

# 92%

of family caregivers rate the quality of our patient care at a 9 or 10 on a 10-point scale.

# 91%

of family caregivers said they received the right amount of emotional support.

*(As of 11/2018)*

In 2018, patients came to The Denver Hospice with the following primary diagnoses:

<b>Cancer</b>	<b>37%</b>	<b>Alzheimer's Disease</b>	<b>7%</b>
<b>Heart/Circulatory</b>	<b>14%</b>	<b>Liver/Digestive</b>	<b>4%</b>
<b>Lung/Respiratory</b>	<b>12%</b>	<b>Motor Neuron</b>	<b>4%</b>
<b>Other</b>	<b>12%</b>	<b>Kidney/Urinary</b>	<b>2%</b>
<b>Stroke</b>	<b>7%</b>	<b>Dementia</b>	<b>2%</b>

## The Promise of Hospice

"I believe hospices are a group of organizations which do significant good in the world," says Elizabeth Bennett. Her daughter, Cynthia, is receiving care from The Denver Hospice after a nine year battle with cancer.

Elizabeth says The Denver Hospice is giving her family comfort and a feeling of fullness because they know Cindy's pain and symptoms are being managed. Cindy remains in control of her life and her independence is being preserved. "I thought I knew what to expect from hospice," says Elizabeth. "What we are receiving is so much more. The Denver Hospice guided us into a season of gentleness and gave us room for energy and joy."

Elizabeth encourages everyone faced with a life-limiting illness or terminal diagnosis to consider hospice care. It is an essential service that allows patients and families to focus on spending precious time with the ones they love. That's the promise of hospice.

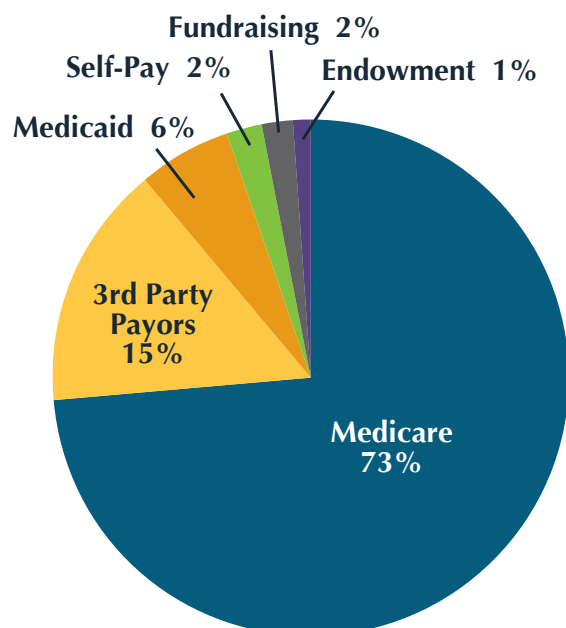


## Revenue and Expenses

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. In 2018, we provided \$448,764 in charity care.

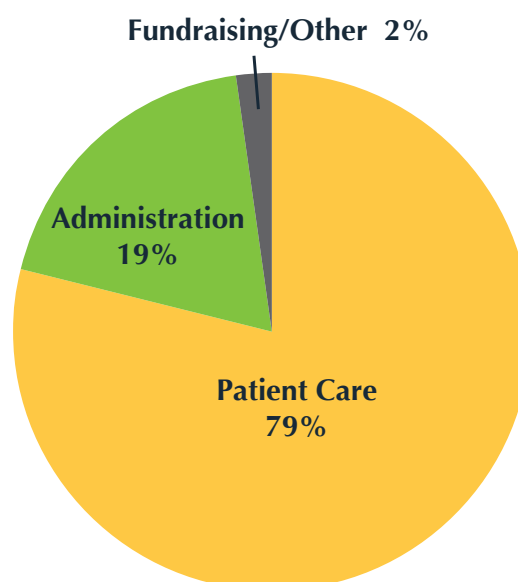
### 2018 Revenue: \$38,416,609

Sources of Revenue



### 2018 Expenses: \$37,184,953

How We Spend the Funds Entrusted to Us



## Care Synergy Marks Five Years



The Denver Hospice is the founding affiliate member of Care Synergy, the parent organization to an end-of-life care network providing mission support services for not-for-profit, community-based hospice and palliative care organizations serving Colorado's Front Range.

Launched in 2014, Care Synergy brings together four premier providers: The Denver Hospice and Optio Health Services in Denver, Halcyon Hospice and Palliative Care in Mead, Pathways Hospice in Fort Collins and Pikes Peak Hospice and Palliative Care in Colorado Springs. Care Synergy's mission is to provide support services, such as finance and information technology, to member organizations so they can focus on patient care and being responsive to the constant changes in healthcare.

By combining administrative, market and organizational synergies with preservation of local identity, ownership and control, Care Synergy offers a viable solution to ensure the long-term sustainability and success of not-for-profit, mission-driven hospice and palliative care organizations.

As Care Synergy grows and develops, it serves as a model for other community-based hospice providers.

# Heroes and Halos

In 2018, 18 percent of our patients were military veterans. To highlight the contributions of all service men and women, The Denver Hospice hosted Heroes and Halos: A Tribute to Veterans. The event is part of The Denver Hospice's promise that veterans will not be forgotten – their military careers will be honored and their stories will be told and preserved.

The event drew 300 attendees on June 9, 2018, at Wings over the Rockies Air and Space Museum. The keynote speaker was Archie Manning, former NFL player, father of Eli and Peyton, and son of a military veteran.



## Sponsors

Heroes & Halos was made possible thanks to financial support from our sponsors:



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- Fox 31 Denver & Colorado's Own Channel 2

## Heroes and Halos June 9, 2018



## Wings Over the Rockies Air and Space Museum



## Building for the Future

### Join the Journey

Our state's population of individuals age 65 and older is expected to increase by 150 percent between 2010 and 2030, according to The Colorado State Demography Office. Growth in this population places a greater demand on healthcare providers like The Denver Hospice. We must be ready to serve our community's rapidly growing older populations and lead the way in offering expert, compassionate care to patients facing a life-limiting illnesses and end-of-life transition.

Going forward, we are excited to take the next step in our evolution by constructing the Amy Davis

Hospice Support Center adjacent to our Inpatient Care Center on our Lowry Campus.

Building the Amy Davis Hospice Support Center prepares The Denver Hospice for future growth and allows the organization to consolidate all services in one location, expand our Footprints Children's Services program, adult bereavement services, increase the space available for education, provide a complimentary meeting space for other not-for-profit organizations and greatly decrease administrative operational costs.



*Our new Amy Davis Hospice Support Center subscribes to our philosophy of care by being purpose-built. Patients and families will receive numerous benefits from an intentionally-designed building. Thank you to the generous donors who have contributed to this important project.*

For more information visit  
**[SupportCenter.TheDenverHospice.org](http://SupportCenter.TheDenverHospice.org)**

# Appreciation of Donors

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