

THE DENVER HOSPICE

More from life



2017 | COMMUNITY BENEFIT REPORT



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.

Board of Directors

At The Denver Hospice, we benefit from the governance and leadership of a Board of Directors that represents the breadth and depth and generosity of 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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Dear Friends,

In 1978, our founders — Carolyn Jaffe and Peter Van Arsdale — sat at a kitchen table to talk about how our growing community could do a better job of caring for individuals with a life-limiting illness or terminal diagnosis. They didn't know their dream would grow into what The Denver Hospice is today — the region's leading, largest and most trusted not-for-profit provider of life-enhancing hospice and palliative care.

Over the years, we've grown by hiring, training and retaining hospice and palliative care experts who embrace our mission and have dedicated their careers to providing personalized, compassionate care.

We've grown because we have stayed innovative. We are the expert in end-of-life assessment, pain and symptom control, responsive medication management, cutting-edge therapies, psychosocial spiritual navigation and focused advance care planning. And, we've grown because we have

stayed responsive to the needs of the broader health care community and partner with other medical professionals to improve patient care.

Looking forward, in 2018 we are celebrating 40 years of giving our patients and their families control over their lives with dignity, joy, compassion and unparalleled experience and support. We are well-positioned to face unprecedented challenges and changes such as meeting the growing demands of an aging population and responding to changes in the ways hospice providers are reimbursed by Medicare.

We are confident The Denver Hospice will continue to be a community treasure for 40 more years and beyond because of the overwhelming support from our staff, the community, local businesses and foundations, our donors, volunteers and other caring individuals.



Thank you for your belief in us and your support for those we are privileged to serve.

A handwritten signature in black ink, appearing to read 'D. Scanavino'.

Dr. David Scanavino
Chairman of the Board

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

Melinda Egging, CHC
President



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MORE FROM LIFE—2017 AT A GLANCE

4,920 TOTAL
PATIENTS

3,765
HOSPICE

1,155
PALLIATIVE

3,665
in their homes

1,255
Inpatient Care
Center at Lowry

108

Age of our oldest patient

Newborn

Age of our youngest patient

18 percent
of our patients were
military veterans

STAFF AND VOLUNTEERS

369 CLINICAL & SUPPORT STAFF

360 VOLUNTEERS
25,800 HOURS OF SERVICE

89 AGE OF OUR
oldest volunteer

23 AGE OF OUR
youngest volunteer

8 Dogs and cats in our
PET THERAPY PROGRAM

THERAPY AND COUNSELING PROGRAMS

360
GRIEF
SUPPORT
GROUPS MET
IN 2017

286 HOURS CHILDREN'S
ANTICIPATORY
GRIEF THERAPY

248 HOURS CHILDREN'S
GRIEF THERAPY

870 HOURS MUSIC
THERAPY

157 HOURS AROMA-
THERAPY

311 HOURS ART
THERAPY

168 HOURS PET
THERAPY

1023 HOURS REIKI
THERAPY

Quality Measures Distinguish The Denver Hospice

As the region's leading hospice provider since 1978, we provide an unsurpassed level of expertise and experience. We hire only the best of the best and, as a result, we are renowned for our knowledge in how to reduce pain and suffering while increasing quality of life and joy for both patients and their loved ones.

A primary focus today throughout healthcare is reducing re-hospitalizations. Even for hospice patients. In 2017, only 1 percent of our patients required hospitalization—compared to an 8.8% rehospitalization rate for hospice patients nationally

from the most recent available annual data.

Keeping our patients, safe and comfortable at home is the hallmark of The Denver Hospice's quality care. Our goal is to bring a patient's pain to a comfortable level within 48 hours of admission. We achieved that goal for 94 percent of our patients in 2017.

The Centers for Medicare and Medicaid Services (CMS) requires all hospices to survey patients and family members on a large number of mandated quality measures. The Denver Hospice consistently scored higher than the national benchmark, for example:

- **89% of family caregivers would recommend The Denver Hospice to another.**
- **87% of family caregivers rated the quality of our patient care at a 9 or 10 on a 10-point scale.**
- **95% of family caregivers said they received the right amount of emotional support.**

The Denver Hospice compared favorably with every other local hospice provider on the ratings published on CMS's own new Hospice Compare Website (<https://www.medicare.gov/hospicecompare/>)

Depth of Expertise

When The Denver Hospice was founded nearly 40 years ago as an all-volunteer hospice, nearly every patient we were privileged to care for had a cancer diagnosis. Today, patients come to The Denver Hospice older and sicker, often with a primary terminal diagnosis and other life-limiting conditions.

Our experts are so respected and trusted by the medical community, we are who they turn to with their most acute and difficult cases.

In 2017, patients came to The Denver Hospice with the following primary diagnoses:

2017 Primary Diagnoses

Cancer	38%	Alzheimer's Disease	7%
Heart/Circulatory	13%	Liver/Digestive	4%
Lung/Respiratory	11%	Motor Neuron	4%
Other	10%	Kidney/Urinary	3%
Stroke	8%	Dementia	2%



More from Life

Every study of end-of-life care over the decades has reached the same conclusion: The vast majority of people with a life-limiting illness want to be cared for in their own home, surrounded by loving family, dear friends and faithful pets.

The geographic reach across nine counties and the clinical depth and expertise of The Denver Hospice makes it possible for us to help our patients achieve that goal.

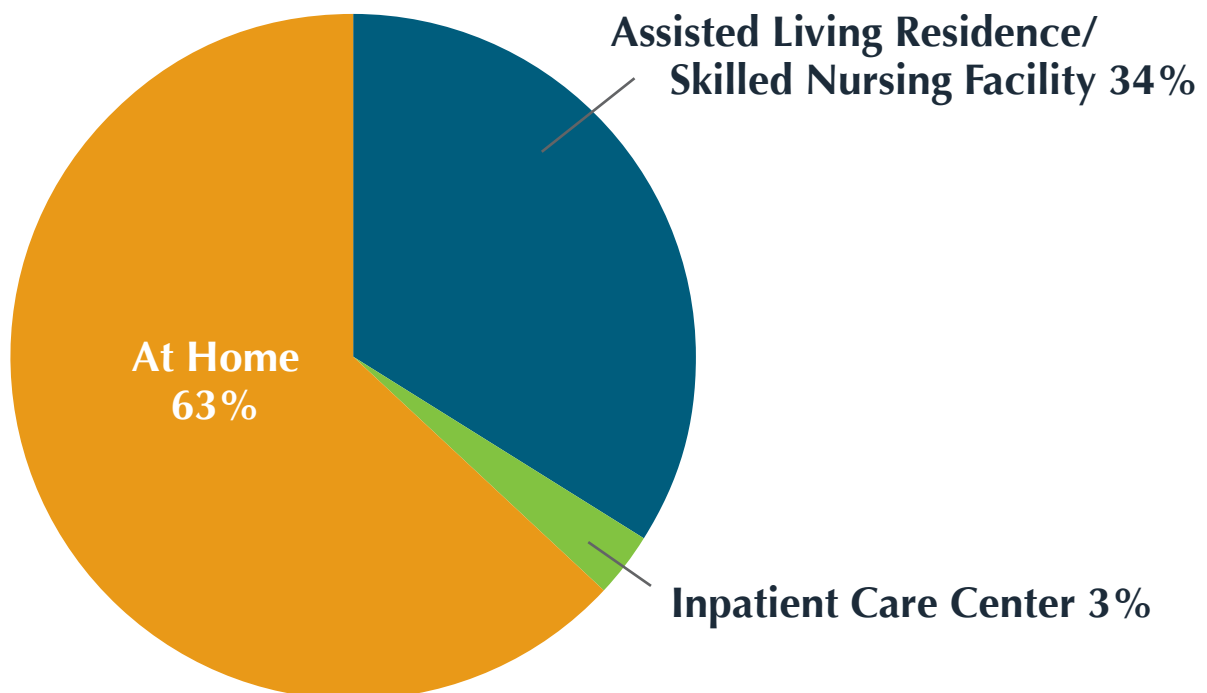
We provide care wherever our patients call home—Medicare recognizes a private residence or a patient's continuing care retirement community, assisted living community or nursing home as home.

And on those rare occasions when a patient's pain and other symptoms cannot be managed effectively at home, The Denver

Hospice offers its homelike Inpatient Care Center for short durations. The Inpatient Care Center stands as the only hospice inpatient center of its kind in the Denver Metro area and as one of the few such facilities anywhere in Colorado.

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 2017, The Denver Hospice provided patient care in the following locations:



Hospice volunteers are special and unique in more ways than you might think

Yes, it takes a special calling to give one's time, talent, expertise and compassion to a patient and family coping with a life-limiting illness or terminal diagnosis. But hospice volunteers are also unique in that Medicare, since the founding of the Medicare Hospice Benefit, has mandated that volunteers be an integral part of the interdisciplinary team providing care to patients and their families. In Medicare's eyes, hospice volunteers are like hospice employees: They have their own personnel record and they must fulfill annual education and training requirements.

Today, we utilize the skills of scores of volunteers to provide services that go above and beyond what Medicare mandates a hospice provide.

We offer music therapy, pet therapy, calming touch

therapy, support for volunteers and more. Whether they work hands-on with patients and families, our volunteers support our hospice teams by performing administrative tasks or working with our development team to raise vital funds.

In 2017, our friends and neighbors contributed to one of Denver's most robust, meaningful volunteer efforts:

360
VOLUNTEERS

25,800
VOLUNTEER
HOURS

\$550,392
VALUE OF
VOLUNTEER HOURS

(The volunteer advocacy group Independent Sector valued a volunteer hour at \$24.14 in 2017)

Volunteers



Hudson is There for Everyone

Monday afternoons are special at The Denver Hospice's Inpatient Care Center—For that's when Hudson, a 10-year-old golden retriever and certified pet therapy dog, brings his owner Linda Port to visit with patients, their families and even staff and other volunteers.

"He loves people. He's more of a people dog than a dog dog," Linda reports. "He'd rather be with people."

Well trained and well behaved, Hudson will put his head on a patient's bed to be petted and will sit on a chair so he's easy to see and pet. "He'll even get up on a bed with patients, if they want. He's just a happy dog and constantly wagging his tail."

Linda started volunteering with The Denver Hospice nearly three years ago. Hudson has been doing therapy work since he was 10 weeks old. He began his career working in an elementary school reading program in which students read to an attentive and approving Hudson.

Hudson, in fact, spends much of his time at the Inpatient Care Center with children who are there to visit patients. "With youngsters, I'll put him in a down position so he's smaller than the little ones," Linda says, explaining that a little time with Hudson helps everyone through a difficult time.

"Many people visiting patients at the Inpatient Care Center are from out of town, they've probably left their own pets at home and miss them. Hudson fills a huge gap in their heart."

As a golden retriever, Hudson is the right color and disposition "to bring sunshine into otherwise difficult days," Linda notes.

Hudson often generates conversations with patients and their visitors about the pets in their lives; patients frequently will talk about long lost pets as beloved members of their family. "It serves as a diversion," Linda adds.

And after spending time with every patient and family member who welcomes a visit, Linda always saves time for Hudson to spread some sunshine with the volunteers and staff who make the Inpatient Care Center a one-of-a-kind resource in the Denver Metro area.

As for getting into Denver traffic every week to visit patients, Linda jokes that if Hudson could drive she wouldn't be needed at all. But the patients, their loved ones, and the staff and volunteers regularly found at the Inpatient Care Center know that's anything but true.

Hudson—and Linda—are there for everyone.



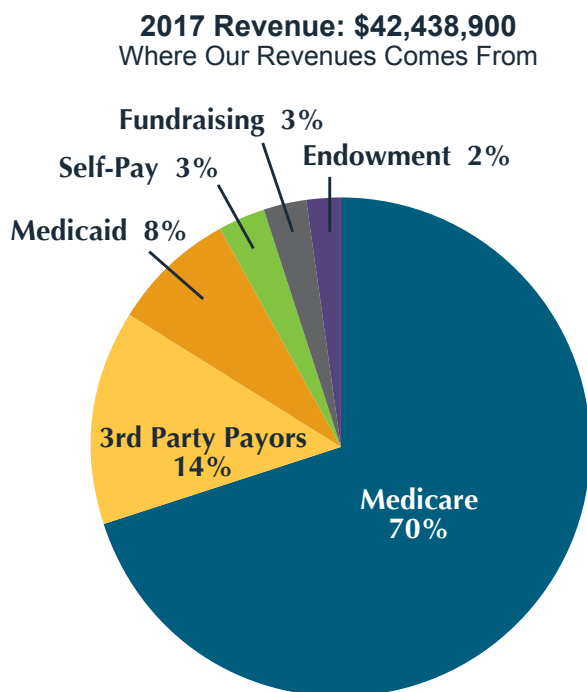
Hudson loves people and would rather be with humans than dogs.

Revenues & Expenses

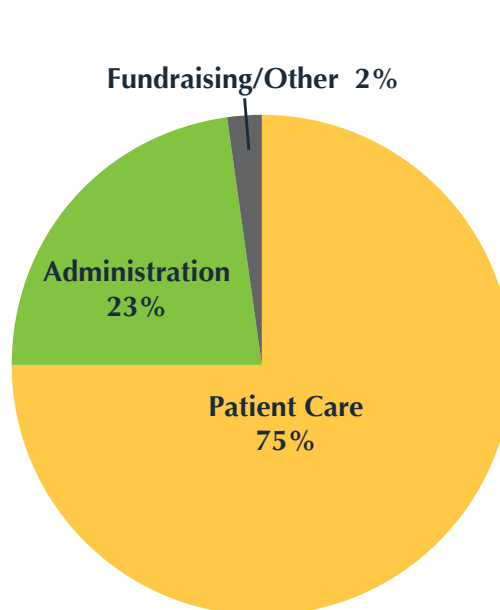
\$1.2 Million

In 2017 The Denver Hospice spent \$1.2 million to provide care to those with no ability to pay for the hospice and palliative care that would bring them More from life. This care—essential to the mission of The Denver Hospice—would not be possible without the generous support of individual and corporate donors, foundations and hundreds of community partners.

Of all the numbers that follow, \$1.2 million best defines who we are, what we do and why we do it.



2017 Expenses: \$42,003,045
How We Spend the Funds Entrusted to Us



The Denver Hospice

The Founding Affiliate Member of Care Synergy

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, The Denver Hospice put its commitment into action, forming Care Synergy, an umbrella organization that provides mission-support services for not-for-profit, community-based hospice and palliative care affiliate organizations serving Colorado's Front Range.

Most importantly, Care Synergy's affiliate organizations continue to operate as distinct and independent organizations while working together to improve care and serve more Coloradans along the 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



Join the Journey

Colorado is growing. Becoming more diverse. Becoming more urban. Becoming younger. And, yes, becoming much older.

Colorado's population of individuals age 65 and older is expected to increase by 150 percent between 2010 and 2030. Such growth will place an ever-greater demand on health care providers like The Denver Hospice to meet the needs of our friends and neighbors for quality care.

Our current leased office space not only limits our ability to grow; it also severely restricts our ability to manage and limit overhead expense. Renovation is not an option due to both cost and space limitations. At a time when we want to, need to, dedicate ever more resources

toward quality patient care to deliver more from life, we have no choice but to look for an alternative.

The solution is to design and build a new administrative services building on land we already own adjacent to our Inpatient Care Center. The project will prepare us for the future and help sustain The Denver Hospice as an essential community treasure.

Over time, this new administrative services building will:

- Improve The Denver Hospice's sustainability as a not-for-profit hospice and palliative care provider, and
- Position The Denver Hospice to continue to

innovate and excel to meet the future needs of the communities we're privileged to serve, and

- Enable The Denver Hospice to continue to fulfill its mission to encircle those facing advanced illness with unprecedented levels of comfort, compassion and expertise.

Contact The Denver Hospice Development Department at 303.321.2828 to learn how you can support this vital project.



A new administration building will prepare us for the future and help sustain The Denver Hospice as an essential community treasure.

Thank You To Our Cherished Donors and Supporters

So many donors throughout Denver, across Colorado and around the nation have been introduced to The Denver Hospice through the wonderful care our caregivers provide to friends and family.

We cherish those memorial gifts. They mean so much to the nurses, nurses aides, social workers, chaplains,

volunteers and physicians who provide such compassionate care at the bedside. Every day, hundreds of our friends and neighbors receive the same kind of care that so moved our memorial donors to make a gift in the name of a friend or loved one.

Won't you consider joining others who, having been

introduced to The Denver Hospice, have decided to support our mission, honor our compassionate work, by making a generous gift each year ... to help ensure that we're always here?

Thanks to your generous support, our patients enjoy **more from life.**

Over \$50,000

The Anschutz Foundation
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Over \$25,000

Daniels Fund
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The Denver Foundation

Over \$10,000

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**Thanks to your generous support,
our patients enjoy More from Life.**



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Over \$1,000

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We are driven by 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 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 our patients and their loved ones more. It's not just our job, it's our calling. And we wouldn't have it any other way.

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303-321-2828

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