

Our Hospice of South Central Indiana

2019 Annual Report to the Community

A Note from Laura Leonard, President



It's always a pleasure to write this note in our Annual Report as it is an opportunity to reflect on all the lives we touched in the past year while fulfilling our mission, To Make Every Moment Count. We had a year of great progress, topped off by receiving a perfect survey (see below) ensuring the highest quality care for over 1300 patients and their caregivers during 2019.

This year we also proudly accomplished the official start of our Palliative Care service and have cared for over 140 patients either in their homes, at Columbus Regional Hospital or at our Palliative Care Outpatient Clinic at the Hospice Center. We are excited to be providing this important and needed medical specialty to the communities we serve (details inside).

I am often asked what I want people to know about Hospice care and I tell them:

- Talk to us sooner; the more you know the better, and earlier, support you can receive to improve and maintain quality of life*
- There are many hospices in our area, most of them are for-profit businesses, you need to ask for Our Hospice by name to ensure we are there to care for you and your family*

I hope you enjoy reading about what we have accomplished in 2019 and ask that you help us extend our reach by allowing us to provide an educational program to any size group you may know. I thank you sincerely for the opportunity to serve you, your families and our communities. We always consider that a very special privilege.

Laura Leonard

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OUR MISSION :

To make every moment count by surrounding our patients and families with respectful and compassionate care, for as long as we can.

Celebrating our Expert Staff

We are very proud of our staff for delivering the highest quality care to our patients and families. Their compassionate and diligent care have earned us the distinction of being a **top quality** hospice in the state.

Our Hospice of South Central Indiana received a **Perfect Survey** from State and Federal Regulators, an achievement placing us in the **elite 5%** of all Hospices in the State of Indiana.

Hospice is YOUR choice, we encourage you to choose us to receive the highest quality care delivered by dedicated and caring staff.

Compare us to other hospices at www.medicare.gov/hospicecompare



We are grateful to our many donors who contribute through memorials & honoraria, support and sponsor our events, and provide philanthropic funds which allow us to be the not-for-profit leader in excellent hospice and palliative care.



Our 163 employees cared for 1317 patients in the 16-counties we serve.

We care for patients who have a serious illness

- Cancer
- Heart Disease
- Alzheimer's
- Dementia
- COPD

We care for all ages, infant to adult.

Some patients live at home (39%).



Some live in care facilities (37%).

Some come to the Hospice Center for short term stays (24%).



We provide everything patients need for their hospice diagnosis including medical care, social support medications, and equipment.



We provide an interdisciplinary care team including a physician, nurse, social support, spiritual support, home health aide and volunteer

Your support allows us to do what we do.

We take care of families too.



Grief camp and counseling for children.



Bereavement services for adults.

Our 100 volunteers provided 5,874 hours to support patients, the Hospice Center, fundraising activities, and provide office assistance.

We proudly honored 140 veterans.



What Do Our Patient's Families Say About Us?

90.7%

Say that Our Hospice Provided Excellent Patient Care.

(State average all Hospices 85.6%)

94.8%

Say that They Would Recommend Our Hospice to Others

(State Average all Hospices 86.5%)

Palliative Care Update

Palliative care is a medical specialty that focuses on relieving pain, symptoms and the stress of a serious illness. It's available for any age and any illness, and it often takes place over an extended period of time. The goal of palliative care is to provide the highest quality of life possible for both patients and their families as the illness and care needs progress.

Unlike hospice care, palliative care can be delivered alongside curative treatment, and much like hospice care, a patient's plan of care is managed by a team of care professionals. Palliative care is delivered in the home, our outpatient clinic, or hospital setting by a team of doctors, nurses, social workers, chaplains and other specialists who work with the patient's other doctors to coordinate and provide an extra layer of support to promote quality of life.

This care team builds a rapport and relationship with the patient, the patient's family members, and their physicians to create a personalized plan of care that includes symptom and medication management; discussion regarding treatment goals; education about their illness; and support across all care needs.



Palliative Care helps with:

- Side effects of treatment
- Pain and distress
- Depression and anxiety
- Emotional and spiritual concerns
- Grief and loss
- Caregiver stress
- Advance care planning
- Access to community resources
- Difficult treatment decisions

We began offering Palliative Care in 2019 because we believe it is the right thing to do. We depend on donors to fund this important specialty because it is minimally reimbursed (less than 17%) through insurance, Medicare and Medicaid. Bringing excellent, compassionate Palliative Care to the members of our communities allows us to further fulfil our mission; to make every moment count for our patients and their families.

If you or someone you know might be in need of Palliative Care, or if you just want to learn more, please contact the Palliative Care team at 812-314-8120 or PalliativeCare@crh.org

New Program Launched

Music & Memory®

In 2019, we piloted the Music & Memory® program, following their national guidelines. Funding came from the Broadway Memories fundraiser led by Friends of Our Hospice.



Music & Memory® uses personalized music for those living with a wide range of cognitive and physical challenges find renewed joy through music.

"This song makes me so happy!" - Patient

All nine patients in the pilot group were found to be responsive to the music. They had decreased anxiety & depression, and an increase in peace, smiles and interaction.

We are now launching the program for appropriate patients in our 16-county area with the help of our Social Workers and Volunteers. Additional equipment will be purchased and more patients will be able to benefit from this comforting and clinically effective treatment option in 2020.

Financial Update

	2018	2019
Patients	1,280	1,317
Income		
Medicare	81.0%	80.1%
Medicaid	3.2%	1.6%
Other Payers	4.7%	3.8%
Other Income (\$thousands)		
Memorials & Donations	\$705	\$860
Fundraising	\$377	\$409
Grants & Bequests	\$129	\$255
United Way	\$52	\$51
Expenses		
Direct Patient Care	16.0%	20.0%
Indirect Patient Care	72.0%	71.8%
Bad Debt	0.7%	0.3%
Facility	4.5%	2.6%
Administrative	4.7%	3.0%
Uncompensated Care	\$290,712	\$74,264

Life is a series of Moments...Make them Count!

**Our
Hospice**
of South Central Indiana
2626 East 17th Street
Columbus, IN 47201

«Organization Name»
«Addressee»
«Address Line 1»
«Address Line 2»
«City», «State» «ZIP Code»

Thank You!

It has been a challenging and exciting year at Our Hospice of South Central Indiana and we thank you for your support in 2019. We hope you enjoy our Annual Report and learning more about us and how we can help your family now or in the future.

We are privileged to bring Palliative and end of life care to those who need us as we carry out our mission *To Make Every Moment Count*.

If you want to learn more about Our Hospice, please connect with us.

VOLUNTEER

Give your time and talent

- Patient Companionship
- Office Work
- Events and Fundraising
- Special Programs

msatterfield@crh.org
Phone: 812.314.8054

CONNECT

Phone: 812-314-8000 or
800-841-4938 ext. 8000

Web: Ourhospice.org

Email: ourhospice@crh.org



@ Our Hospice

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or contact us at

812-314-8097