

**Palliative Care**

Symptom Management Specialists

2626 East 17th Street  
Columbus, IN 47201

**Thank You for supporting our mission**

In 1980, Our Hospice of South Central Indiana grew from the hearts of a few dedicated community members and was funded entirely by support from Columbus Regional and individual donors.

Today, hospice care continues to rely heavily on charitable giving and volunteer time. And, since 2019 when Our Hospice launched its Palliative Care Program to provide its expert care to people needing relief from chronic illness - not terminal - just \$0.17 of each dollar spent on patient care is reimbursed. Charitable support continues to be the lifeblood of ensuring expert care for those who need it most whether they are terminal or suffering from a chronic, life-altering illness.

Your support makes a real difference in our ability to provide hospice and palliative care. In 2020 as a result of donor contributions and grants, 10% of 2020 patient care costs were funded with charitable support through events, gifts in memory and in honor of loved ones, mailing campaigns and grants. Thank you for allowing us to live our mission "to make every moment count."



**VOLUNTEER**

Give your time and talent

- Patient Companionship
- Office Work
- Events and Fundraising

**CONNECT**



@ Our Hospice

**SUPPORT**

Donate today

Online at

[www.crh.org/hospice-donate](http://www.crh.org/hospice-donate)

or contact us at 812-314-8097

*Make Every Moment Count*

2020



Graphic is the result of asking our staff for one word to describe 2020.



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**Warm Greetings!**

With a sense of relief, we provide you a summary of the year that 2020 was for Our Hospice and Palliative Care. Although there were many challenges, I am glad to report that through the uncertainty, urgency and fears, our staff met every instance confidently, as we continued delivering the excellent care that is our trademark.

Our cover depicts in a "word cloud" the sentiments of our staff as we recently asked for one word representing 2020. You can see that we are feeling strong and confident even in the face of challenging conditions. Our goal, to be the best hospice and palliative care organization, is supported by the commitment and dedication of the people who work here, striving to fulfill our mission: to make every moment count.

Our Board, the Leadership Team and I have nothing but praise for our staff, for the manner in which they demonstrated **TEAMWORK** and **FLEXIBILITY** as they battled on the front-lines of the pandemic; ensuring our patients received **COMFORT** and **PROFESSIONAL** attention, and provided **AMAZING** care. We were **CHALLENGED**, but remained **FLEXIBLE** and persistent while focusing on the health and safety of both patients and our staff. We **ADAPTED** through the **CHANGE**, with **PERSEVERANCE** and **HARD** work while remaining **HOPEFUL** and **COMMITTED**.

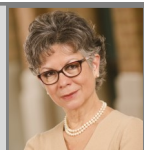
Even as **ADAPTING** to life during a pandemic was at times **DEPRESSING**, we can report that our Palliative Care services had a **FANTASTIC** year of **GROWTH** as we expanded our virtual service, which was one of the innovations when we first opened this service in 2019. We opened a Palliative Outpatient Clinic at the hospice center, giving us the ability to care for a greater number of patients and complement our home-based care; added a third Nurse Practitioner to help develop our Inpatient Consult service at the Columbus Regional Health Hospital; and prepared for our journey to move the Outpatient Clinic inside CRH. We are excited for the future growth of Palliative Care. We are feeling very **PROUD**.

We were fortunate to receive loans and funds available to us; but the combination of the scant reimbursement for palliative care, the limitations to provide care to our patients who reside in facilities, and the effects of the pandemic in our patient population resulted in a difficult year for our finances. We are again immensely grateful to our **SPECIAL** donors who with their support, provided us the **OPPORTUNITY** to grow and **EXCEL** in both hospice and palliative care.

2020 was a year when making every moment count was particularly poignant. As we worked and lived under restrictions, we recognized again the importance of both the big and small moments in our lives; personally and professionally. We are grateful for the support of our community; in the midst of all the challenges, the generosity, support and encouragement of each of you reading this report, continue to strengthen our commitment to our mission and our intention to bring outstanding Hospice and Palliative service to all who need our care.

As we begin 2021, we are feeling **BRAVE** and **DETERMINED**, and with a sense positive anticipation, we move forward as we continue to see a decline in the numbers of positive cases both in our workforce and our patients. We continue with precautions; and happily, increasing numbers of people are receiving the vaccine, which brings a sense of hope as we look for healthier days ahead.

Our hope is that 2021 will be much improved for all!



Laura Leonard  
President

**Hospice Care**  
Expert care and support for patients with a serious illness who are no longer seeking curative treatment.



**HOSPICE CARE**

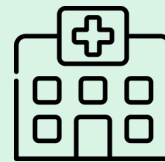
Patient no longer seeking curative treatment

Hospice medical staff directs the care where the patient resides

Care team includes Physician, Nurse Practitioner, Nurse, Home Health Aide, Social Worker, Chaplain and Volunteer

Paid by Medicare, Medicaid and Insurance

**Palliative Care**  
Pain and Symptom Management for patients with a serious illness who continue to seek curative treatment.



**PALLIATIVE CARE**

Patient continues curative treatment

Care is coordinated with patient's physicians

Provided in Outpatient Clinic (CRH), Hospital inpatient (CRH) or wherever the patient resides (Limited service area)

Care Team includes Physician, Nurse Practitioner, Nurse, Social Worker, Chaplain, Dietician

Covered by most insurance plans.

**IN COMMON**

Pain and symptom management

Care for those with a serious or chronic illness

Assist with Advance Care Planning

Support for family/caregiver

1,336

Patients

296

Location

46% at home  
36% at extended care facility  
18% at the Hospice Center

27% in clinic  
22% at CRH  
51% at home

Diagnosis

29% Alzheimer's/Dementia  
27% Cancer  
18% Heart  
12% Lung  
14% Other

40% Cancer  
17% Heart  
17% Lung  
5% Kidney  
4% Dementia  
3% Neurological  
2% Liver  
12% Debility/Other

**Supporting Those Grieving a Loss**

We offer bereavement support to anyone who needs it, even if they have not received hospice care (currently via Zoom).

- Weekly groups for adults (Beginning Again)
- Monthly group for children (Transformers)
- Monthly group for those who have lost a child (Wings for the Journey)

**Supporting Patients and Caregivers**

- **Volunteers** — Although our volunteers were unable to visit patients most of 2020, they kept in touch with our patients by sending cards & notes, and doing window visits. We look forward to in-person contact in 2021.
- **Honoring Veterans** — celebrating those who served
- **Music therapy** — with the Music & Memory® program
- **Pet therapy** — with Colt, Scout, Dollie, Ollie and Mia

*James Kirby Risk, Jr. and Caroline Robinson Risk Fund for Palliative Support*



Sherry Risk Stark

*I first learned about the concept of Palliative Care through training provided to the hospital trustees. I was immediately intrigued and recognized what a positive and life changing service it could offer people when they are the most vulnerable. I later was happy to learn that Our Hospice of South Central Indiana had made the commitment to begin a Palliative Care program and would be working closely with Columbus Regional Health. This innovative program struck me as just the kind of thing my parents would have chosen to support.*



Kirby and Caroline Risk

**Financial Update**

	2019	2020
Patients	1,317	1,336
<b>Income</b>		
Medicare	80.1%	79.8%
Medicaid	1.6%	3.5%
Other Payers	3.8%	2.7%
Other Income (thousands)		
Memorials & Donations	\$860	\$669
Fundraising	\$409	\$291
Grants & Bequests	\$255	\$696
United Way	\$51	\$39
<b>Expenses</b>		
Direct Patient Care	20.0%	13.4%
Indirect Patient Care	71.8%	72%
Bad Debt	0.3%	0.5%
Facility	2.6%	4.5%
Administrative	3.0%	6.2%
Uncompensated Care (thousands)	\$74	\$99

**2020 Board of Directors**

- **Mike McIver**, President
- **Tom Dowd**, President-Elect
- **Marlene Weatherwax**, Past President
- **David Thompson, M.D.** Secretary/Treasurer
- **James D. Bickel**
- **Rory Glick**
- **Rex McKinney**
- **Larry Olson, M.D.**
- **Frank Reindl**

**Honorary Board Members**

- **Bev Baker**
- **Sherm Franz, M.D.**
- **David Kirr**
- **Doug Leonard**
- **Shirley Marsh**
- **Fr. Joseph McNally** (posthumously)
- **Pat Myers**
- **Howard Percy** (deceased)
- **Hutch Schumaker**
- **Joe Sheehy, M.D.**
- **Daly Walker, M.D.**
- **Jeff Washburn**