



Dear Community Members:

Please join me in reviewing the many ways your support, either through volunteering, referrals to our programs, financial gifts, or prayers, have added more living to our patients' last weeks and months.

With your support, the staff at Hospice of Holland has been able to help more patients, provide more specialized care, educate more of the community on end-of-life care, and support more families and loved ones than ever before. We thank you for helping us succeed in these endeavors.

Your help has been instrumental in making Hospice of Holland strong and poised to meet the increase in demand for end-of-life care for many years to come. Together we are providing the most compassionate and highest quality end-of-life care through physical, emotional, and spiritual support. Thank you for being our partner in this process.



Sincerely,


Torrey Husmann, MHA
Executive Director

Highlights

2011 presented another year of milestones against a backdrop of growing patient needs and continued growth in the number of patients served.

A focus on disease-specific care management, facility upgrades and the addition of a 2nd physician to the organization ensures our ability to meet the ever changing needs of our needs of our end-of-life patients.

- 573 individuals received hospice care in 2011.
- July brought the highest average daily number of patients at the Hospice House (17.6) and the highest average daily number of patients overall (101.8). The Hospice House was full, with a waiting list, for almost three months.
- At year end, the total number of patients served, since admitting our first patient in January 1982, was 8513.
- August saw the launch of "Still Me," a specialized care program for terminally ill advanced dementia patients.
- Bereavement counselors provided grief and loss support for 530 hospice patient families and 57 community members.
- A record 52% of Hospice of Holland employees participated in the annual satisfaction survey, with a satisfaction score of 2.96 on a scale of 3.0.
- Tod Wyn, MD, started as a part-time physician who assists our Medical Director in providing care to our patients.
- A new nurse call system that provides more flexibility and coverage for the patients and staff was installed at Hospice House.

Volunteer Services

In 2011, 200 trained volunteers offered their helping hands and comforting presence to patients and their loved ones. Volunteer services are available for all patients enrolled in our program. The Vigil program is a very special volunteer service. When asked, volunteers provide a continual presence at the bedside, in those critical final moments of the dying process – moments that might otherwise be faced alone.

- In 2011, volunteers gave 9,000 hours of service.
- 28 new volunteers completed Hospice Orientation Training.
- Volunteers reported satisfaction of 4.62 on a 5.0 scale, with 67% of volunteers completing the survey.
- Bob Trepa was recognized as 2011 Volunteer of the Year.

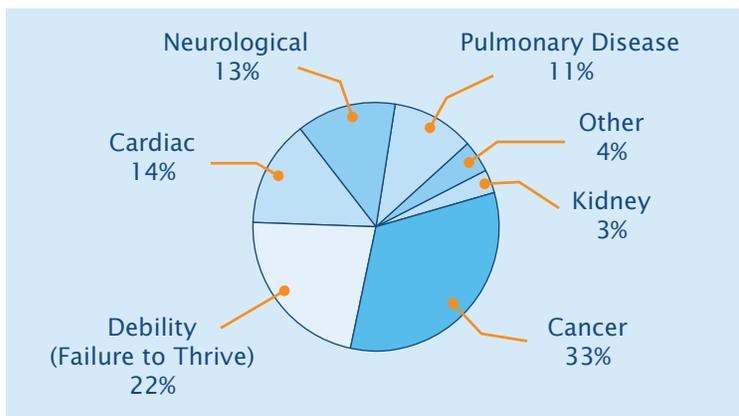
Fundraising and Financials

- The Celebration gala in May marked Hospice of Holland's 30th birthday, and raised \$131,857 for the Tulip Tree Fund.
- More than 400 people took part in the 5th VanderLeek Hospice Regatta, raising over \$42,000 for the Tulip Tree Fund
- The Tulip Tree Fund provided 897 days of Hospice House room and board worth \$170,440, for patients with very limited financial resources.

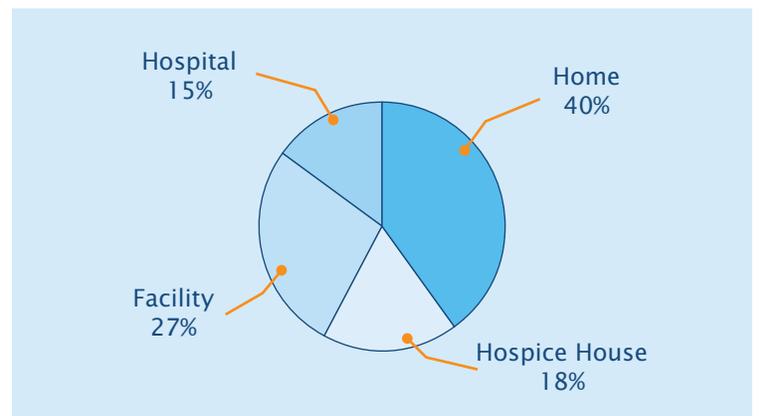
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|---------------------------|--------------|
| Patient Care Revenue | \$ 6,455,266 |
| Contributions/Fundraising | \$ 826,376 |
| Other | \$ 69,510 |
| Total Revenue | \$ 7,351,152 |
| Total Expenses | \$ 6,807,638 |
| Net Income | \$ 543,514 |

Patient Care

Hospice care is for all individuals facing terminal illness, not just for those with cancer. The primary diseases of our patients in 2011:



Hospice of Holland patients receive exceptional care wherever they call home - in their own home, in an area care facility or at Hospice House. Working with their hospice care team, individuals find relief from pain and symptoms in their setting of choice.



2011 Donors, Memorials & Honorees

See the 2011 Honor Roll of our generous donors, memorials, and honorees, at www.hollandhospice.org or call us at 616/396-2972 for a printed copy.

2011 Board of Directors

- Bob Ellis – *President*
- Chuck Kohlruss – *Past President*
- Tom Bylsma – *Treasurer*
- Torrey Husmann – *Executive Director*
- Roger Phillips, MD – *Medical Director*
- Dennis Alexejun
- Giny Hoekman MD
- Bert Jara
- Lisa Luckey
- Patti Van Dort

Do You Know?

Do you know that Hospice of Holland is 1 of 15 providers of hospice care in West Michigan? You may be surprised to learn that Hospice of Holland is not associated with any other hospice provider. **Ask for us by name** to ensure you receive Hospice of Holland care.

Quality. Compassion. Care.

Hospice of Holland serves with quality, compassion and care. One way we provide quality care is through community education on end-of-life topics like advance planning.

Don't wait until a time of crisis to learn about the options available to you at end-of-life. Develop an end-of-life plan well in advance of need. Build a team of advocates who, when the time comes, will be ready to speak on your behalf.

To learn more about Hospice of Holland and the services available to you and your loved ones, call 616/396.2972 or see www.hollandhospice.org.

hospice
of holland

2011



Providing the most compassionate and highest quality end-of-life care through physical, emotional and spiritual support.

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