



Dear Community Members:

In 2013, **with your help**, Hospice of Holland reached more people in West Michigan than ever before, exceeded expectations in overall family satisfaction, and led West Michigan in the delivery of non-hospice palliative care.

Our shared commitment to the sacredness of human life, and to delivering the highest quality care, made Hospice of Holland the provider of choice for hospice and palliative care services. **Your gifts make it possible.**



In these pages, we proudly share our efforts to ensure Hospice of Holland remains a premiere community resource, accessible to all. Thank you for helping us succeed in our mission to provide the most compassionate and highest quality end-of-life care.

Most of all, thank you for entrusting your loved ones to our care, and for the privilege of caring for them. **Thank you for your support.**

Sincerely,

Torrey Husmann, MHA
Executive Director

Non-Hospice Palliative Care



In 2013, Donor gifts significantly expanded non-hospice palliative care services, helping over 150 individuals FIND COMFORT

- While seeking or undergoing curative treatment
- Before becoming a hospice patient
- By controlling pain, nausea, shortness of breath and other difficult symptoms that limit daily living
- At home, in area facilities, or in Hospice of Holland's comfortable out-patient clinic

Community support helped patients FEEL THE DIFFERENCE

- Of expertise. Hospice of Holland physicians Roger Phillips, MD, and Tod Wyn, MD, are board certified in Hospice and Palliative care
- Of time. Discussing treatment decisions and complicated details associated with multiple treatment options
- Of team work. Hospice of Holland's physician, nurse and social worker teams work with each patient's primary physician

Hospice of Holland's community partners helped others LEARN MORE

- By funding a video about non-hospice palliative care (see at www.hollandhospice.org) so individuals may find comfort and feel the difference even while undergoing curative treatment



"We felt the impact of donors' gifts everyday. We felt it when we could speak directly with a nurse at 2:00 am. We felt it when the hospital bed and other supplies were delivered just before we knew we needed them. We especially felt it when Dad's doctor and nurse spent as much time as we needed, to answer questions, explain options and to listen."

- Ann P Schutt, Hospice of Holland employee and daughter of a recent Hospice of Holland patient



Nationally Recognized for Family Satisfaction



Throughout 2013, Hospice of Holland was evaluated by Deyta, LLC, on a set of eighteen satisfaction indicator measures relating to care delivered to patients and families. Based on their findings, Deyta recently awarded Hospice of Holland with "Hospice Honors" for providing the best patient care as rated by our patients' caregivers.

The Hospice Honors award is given to hospice programs that score above the national average on 16 of 18 satisfaction measures. This award recognizes Hospice of Holland as among the top 10% in the nation for family satisfaction. Hospice of Holland is the only hospice provider in West Michigan to earn this distinction.

Financials

Gifts of all size, from individuals, businesses, foundations and churches, are crucial for filling the gap between the cost of high quality hospice care and the reimbursements paid by Medicare/Medicaid and private insurance.

2013 Revenue and Expenses		
Annual Report	2013	%
Patient Care	6,684,786	86.7%
Contributions/Fundraising	987,047	12.8%
Other	36,491	0.5%
Total Revenue	7,708,324	100.0%
Patient Care	6,157,977	80.9%
Bereavement Services	112,897	1.5%
Administration	1,116,325	14.7%
Fundraising	222,101	2.9%
Total Expenses	7,609,300	100.0%

Board Members

- Bob Ellis – *President*
- Chuck Kohlruss – *Past President*
- Tom Bylsma – *Treasurer/Finance Chair*
- Dennis Alexejun – *Secretary*
- Bill Bundy
- Patti VanDort
- Bert Jara
- Bob Sikkell
- Jeff Helder
- Kate Lachmann
- Roger Phillips, MD – *Medical Director*
- Torrey Husmann, MHA – *Executive Director*

2013 Highlights

- 675 Terminally ill people received end-of-life care from Hospice of Holland*
- 150 People experienced relief from pain and discomfort through non-hospice palliative care*
- 191 Trained volunteers gave over 8370 hours of compassionate care and service to Hospice of Holland
- 10,000+ Individuals and their families received Hospice of Holland care since 1981
- 5 Counties experienced Hospice of Holland care wherever patients called home
- 110 Full-time and part-time employees delivered expert care 7 days a week, 24 hours a day
- 13 Children between the ages of 6-12 attended Camp Hope, a camp for grieving children*
- 490 Family members received bereavement counseling*
- 59 Bereaved community members received grief and loss support*
- *With help from donations

See the 2013 Honor Roll

of individuals re-membered or honored by donations at hollandhospice.org, or call us at 616.396.2972 for a printed copy.

hospice

of holland

2013

Community

Report

August 2014



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

With Our Thanks To You

